

Terms and Conditions

All Conferences, banquets and functions booked at any New Forest Hotels Plc hotel (NFH) by the “Client” shall be subject to the following:

1. Numbers attending

- The Client shall give details of final numbers attending the function when requested by NFH and, in any case, not less than 7 days beforehand.
- NFH operate bookings of a minimum of 10 delegates when opting for the Daily Delegate or Residential Delegate Rates.
- Provisional bookings will be held for an agreed period of up to 7 days unless otherwise agreed by NFH.
- Provisional bookings will not be guaranteed until the signed contract is received within the agreed 7 day period, unless otherwise agreed by NFH.
- The acceptance of any increase over the previously advised numbers will be at NFH discretion.
- Where the booking includes bedroom accommodation, full details of the number of persons staying, together with the type accommodation and length of stay must be stated in writing, not less than 14 days prior to the date of arrival or sooner if requested. The names of those occupying each room must be given in writing, at least three days before arrival.
- NFH reserves the right to charge, in full, for any decrease from the final numbers given.
- NFH reserves the right to provide alternative meeting/function room than that originally booked if numbers fall below those agreed. Bookings will only be moved if another enquiry for the same date arises. NFH agrees to inform the client at the earliest opportunity if this situation arises.

2. Information

- The Client shall provide, on request, all such information which is available in relation to the function as may be necessary to enable NFH to make a fully informed assessment of its obligations to provide the services.

3. Payment

- The Client agrees to pay 50% of the total approximate cost for any confirmed event of £5000.00 and above.
- The above fees become payable upon receipt of a pro-forma invoice which will be forwarded to the client 3 months before the event, our terms for pro-forma invoices are 14 days.
- The Client agrees that a credit/debit card is needed to guarantee any booking with a value of less than £750.00 and that the final invoice will be settled in full either in advance by pro-forma invoice or by debit/credit card on day of departure.
- The Client agrees that the credit/debit card used to guarantee the booking will be debited with any sums owed and for any additional charges or damage caused that is not settled on departure.
- The Client agrees that by giving these credit/debit card details the client is agreeing to these terms and conditions.

4. Charges

- Account facilities will only be granted to those companies that have established credit facilities in advance, and for bookings in excess of £750.00.

- The Client agrees that by giving NFH your company address and company registration number you are granting us permission to carry out a credit check.
- The Client agrees to pay all NFH charges on the due date, failing which NFH reserves the right to add a credit charge of 10% to overdue accounts.
- Any function for which advance payment is overdue by more than 7 days may be cancelled by NFH and the cancellation fees detailed in clause 7 will become payable immediately
- If there are any queries on any part of an invoice, the Client will pay the undisputed balance of the sum owing on the date due and the remainder on resolution of the query.
- The company reserves the right to withhold or withdraw credit facilities at any time without notice.

5. Advertising

- If the general public is to be admitted to the function, the client should not use NFH names or trademarks without its prior written permission and must show all tickets, posters and advertising material to the Hotel for its approval in writing. In all other circumstances this information should be provided if requested by NFH.

6. Clients use of the Hotel

- The Client and persons attending the function shall:
- Comply with all licensing, health and safety and all other regulations relating to the Hotel;
- Not carry out any electrical or other works at the Hotel, including amplification and lighting, without NFH prior written consent;
- Not bring any dangerous or hazardous items into the Hotel and remove any such items promptly when requested to do so by a member of the Hotel management or any other authorised person;
- Not consume any food or drink at the Hotel not supplied by NFH or its authorised caterers, without NFH prior written consent;
- Not act in an improper or disorderly manner, leave promptly at the appropriate time and comply with any reasonable requests by NFH employees.
- Any person or item in breach of these conditions may be refused admission or be removed from the Hotel

7. Cancellation by New Forest Hotels PLC

- NFH may cancel the bookings under the following circumstances;
- If the Hotel or any part of it is closed due to circumstances outside of its control.
- If the Client becomes insolvent or enters into liquidation or receivership
- If the Client is more than 30 days in arrears with any payment to NFH.
- To avoid a breach of these conditions
- If it might prejudice the reputation or cause damage to the Hotel, or NFH PLC.

8. Cancellation by the Client

- If the client cancels a reservation less than 6 months in advance, NFH reserves the right to claim the following sums, unless a booking is obtained for the same dates from a third party on no less favourable terms:

Contract value	Cancellation between 3 & 6 months in advance	Cancellation between 1 & 3 months in advance	Cancellation between 7 & 30 days in advance	Cancellations less than 7 days in advance
Under £750.00	0%	0%	50%	100%
Between £750.00-£2000.00	0%	25%	50%	100%
Over £2000.00	25%	50%	75%	100%

- In all instances, notification of cancellation must be made in writing and will be effective on the date received by the Hotel. Cancellation fees are calculated based on total anticipated charges.
- Any extras that are added to the booking after the contract has been issued will be subject to the above charges.
- Any extras that are added to the booking after the contract has been issued will be subject to the above charges.
- NFH will allow one date change for any booking up to 30 days prior to arrival providing that the new arrival date is within 6 months of the original arrival date. NFH will add a £25.00 or 5% (Whichever is the greater) administration fee to the booking. Cancellation fees will still be calculated as above and due immediately-but this amount will be deducted from the future booking by way of deposit.

9. Liability

- It is prohibited to attach any material/s to the walls of the conference/function rooms by any means unless agreed by NFH in writing prior to arrival.
- Other than for death or personal injury caused by negligence, NFH its management and staff will not be liable for any loss, damage or consequential loss to persons or property, however caused.
- NFH will be liable to the Client and/or persons attending the function for injury to persons or loss or damage to property only where and to the extent that it has been negligent but otherwise will be under no liability to them whatsoever.
- The Client will be liable for any loss or damage to NFH property including walls, light fittings and equipment (including items hired for their use) or injury to any person including NFH staff and shall indemnify NFH against loss or liability (Other than NFH liability in the above clause) arising from the function.
- If the Client brings food onto the premises, which has not been provided by NFH, you agree to indemnify New Forest Hotels and we shall remain indemnified against any and all loss, liability and damage howsoever arising in respect of such food. Any food containing any of the 14 allergens available to guests requires labelling.
- The Client is advised to consider arranging insurance for the function covering public liability and loss or damage to its property and that of persons attending the function.
- The Client must ensure that all Entertainers employed by them at any NFH must have Liability Insurance for a minimum of £3,000,000.00.

10. General

- NFH will take all reasonable steps to fulfil the reservation to the best of its ability and in accordance with the details provided. However, it reserves the right to
- provide alternative services and venue of at least an equivalent standard at no additional costs to the client.
- The Client shall not be entitled to assign the booking to any third party nor utilise the Hotel's facilities, other than for the purpose stated overleaf, without NFH prior written approval.
- NFH reserves the right to pass on to the Client any additional costs incurred by them in respect of goods and services requested during the course of the function, or caused by the Client not adhering to the agreed times for services.

- Whilst NFH has taken all reasonable steps to ensure that the information contained in its brochures, tariffs, leaflets and advertisements is accurate, it reserves the right to alter, substitute or withdraw any service, facility or amenity without notice if necessary.
- Notwithstanding anything contained in these Terms, NFH will not be liable for any failure to perform its obligations to the Client in whole or in part as a result of any of the following circumstances:
 - a) Strikes
 - b) Other industrial actions(s)
 - c) Fire at or near the Hotel
 - d) Flood at or near the Hotel
 - e) Civil unrest, dispute or commotion
 - f) Act of God
 - g) Legal action against the company, not resulting from its negligence, preventing the supply of services.

No Variation of these conditions shall be effective unless in writing and signed on behalf of NFH and the Client. This agreement shall be subject to the law of the country in which the Hotel is situated.

I/We the undersigned, confirm the booking of the venue, the date and the rates as quoted in this booking form which is subject to the attached Terms and Conditions. I have read, fully understand and accept those Terms and Conditions. By signing this form and paying your deposit, you are confirming your Conference as detailed above.