

## Terms and Conditions

### 1. Provisional bookings

- The Hotel will provisionally hold your wedding date for the next 14 days. After this a non-refundable, non-transferable deposit of £800.00 is required. The deposit payment is confirmation that you agree to all New Forest Hotels' terms and conditions as detailed below. If this deposit is not received within this time your provisional booking will automatically be released and the date available for resale.

### 2. All bookings

- I/We understand that any entertainment suppliers we book for our wedding reception must adhere to the licensing conditions attached to the premises license and we will ensure that they are informed in advance and agree to the following:  
Before 11.00pm music coming from the hotel although can be heard, it must not be loud enough to be able to recognise tunes, lyrics, speech, musical instruments and any base beat at the boundary.
- At Midnight NO noise should be heard at the boundary.  
All weddings/civil partnerships booked at any New Forest Hotels plc hotel by the client shall be subject to the following:

### 3. Payment

- The Client agrees to pay £800 at the time of booking and a further £1500 six months before the wedding/function date.  
The Client agrees to pay the final pro-forma balance six weeks before the date of the wedding function date, failing which the Hotel reserves the right to add a credit charge at 10% to overdue accounts.
- All deposit/final payments must be made by BACS transfer, debit card or cash
- We do not accept credit cards as a method of payment towards deposits/final payments
- All payments made are only valid for the date booked and are non-refundable, non transferable.
- Any Wedding/Function for which advance payment is overdue by more than 7 days may be cancelled by NFH and the cancellation fees detailed in "Cancellations by New Forest Hotel's PLC" 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.

### 4. Numbers attending

- The Client shall give details of final numbers attending the wedding/function six weeks beforehand. The acceptance of any increase over the previously advised numbers will be at New Forest Hotels discretion.
- Where the booking includes bedroom accommodation, full payment is required at the time of booking. Full details of the numbers staying, together with the type of accommodation and length of stay must be stated at the time of booking. The names of those occupying each room must be given. A maximum of ten rooms will be allowed to be booked for any one night Saturday Bookings.
- NFH reserves the right to charge, in full, for any decrease from the final numbers given, but in any case, the minimum chargeable number as shown on the quotation will apply.

## 5. 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.
- We reserve the right to review any agreements made outside of our standard hotel policy not appearing in these terms and conditions that do not constitute the best interests of New Forest Hotels.

## 6. Clients use of the Hotel

- The Client and persons attending the wedding 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 7 days in arrears with any payment to NFH, and no refund will be given.
- To avoid a breach of these conditions
- If it might prejudice the reputation or cause damage to the Hotel, or NFH PLC.
- If a ceremony Wedding is cancelled for any reason by the registrar or Hotel Manager, New Forest Hotels will not be liable for costs incurred. In such event, New Forest Hotels PLC will refund any advanced payment made but will have no further liability to the Client.

## 8. Cancellation by the Client

- If the client cancels a reservation NFH reserves the right to claim the following sums:
- Cancellations up to 6 months before the wedding - £800
- Cancellations less than 6 months before the wedding - £2300
- Cancellations less than 6 weeks in advance - 100% of the estimated total cost to the Client
- Date Changes will be treated as a cancellation and all deposits retained
- In all instances, notification of cancellation must be made in writing and will be effective on the date received by the Hotel.

## 9. Liability

- 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
- The Client will be liable for any loss or damage to NFH property including walls, light fittings & equipment (including items hired for their use) or injury to any person including NFH staff.

otherwise will be under no liability to them whatsoever. staff and shall indemnify NFH against loss or liability (Other than NFH liability in the above clause) arising from the function.

- 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.
- 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.
- NFH will not accept liability for gifts given at the hotel by friends and family. A nominated member of the party must be allocated in writing and they will accept full responsibility for these gifts at all times.
- NFH does not allow confetti cannons, exploding balloons, Chinese lanterns, bouncy castles, inflatable objects, mechanical games or fireworks on the hotel premises or surrounding areas.

#### 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
- h) Electricity Cut
- i) Loss of Water

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. If we do not receive any correspondence from you or hear from you to the contrary within 14 days, we will assume that you agree to the Terms and Conditions.

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.