

Terms and Conditions

When you make a booking with the hotel, your contract (which shall include these terms and conditions) will be with New Forest Hotels Plc.

- “**Company**” or “**NFH**” means New Forest Hotels (company number 1576403 whose registered office is at The Lodge, Pikes Hill, Lyndhurst, Hampshire, SO43 7AS
- “**Client**” or “**I/We**” refers to the bookers
- “**Contract**” means the booking and these terms, and any other terms and conditions stated to apply to the booking.
- “**Hotel**” the hotel you have booked at
- “**Terms**” refers to these terms and conditions
- “**Event**” refers to wedding or celebration

1.Provisional bookings

- A. The hotel will provisionally hold your event date for the next fourteen days free of charge. After this a non-refundable, non-transferable deposit of £800 is required.
- B. The deposit payment is confirmation that you agree to all NFH terms and conditions as detailed within. 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 event 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:

- A. Before 11pm 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 bass beat at the boundary and all music to finish by midnight. After 11pm no noise should be heard at the boundary and all music to finish by midnight.
- B. The venue can be accessed from 11am on the morning of the event.
- C. All decoration/items must be collected by 11am the morning after the event.
- D. Set up of a cake is to be carried out by the supplier delivering the cake, or the client. The hotel will take no responsibility.
- E. Only bio-degradable confetti is permitted on the premises and must only be used in The Barn.
- F. The client shall provide, on request by the hotel, all such information which is available in relation to the event as may be necessary to enable NFH to make a fully informed assessment of its obligations to provide the services.
- G. 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 NFH.

3.Payment

- A. I/We agree to pay £800 at the time of booking and a further £1,500 six months before the event date. All deposits are non-refundable and non-transferable.
- B. I/We agree to pay the final pro-forma balance six weeks before the date of the event date, failing which the hotel reserves the right to add a credit charge at 10% to overdue accounts.
- C. All deposit/final payments must be made by BACS transfer, debit card or cash.
- D. We do not accept credit cards for deposit/final payments.
- E. All payments made are only valid for the date booked and are non-refundable, non-transferable.
- F. Any event for which advance payment is overdue by more than seven days may be cancelled by NFH and the cancellation fees detailed in “ Cancellations by New Forest Hotels Plc” will become payable immediately.
- G. 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

- A. The client shall give details of final numbers attending the event six weeks beforehand. The acceptance of any increase over the previously advised numbers will be at the discretion of NFH.
- B. 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.
- C. 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.Clients use of the hotel

The client and persons attending the event must:

- A. Comply with all licensing, health and safety and all other regulations relating to the hotel.
- B. Not carry out any electrical or other works at the hotel, including amplification and lighting, without NFH prior written consent.
- C. 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.
- D. Not consume any food or drink at the hotel not supplied by NFH or its authorised caterers, without prior written consent from NFH.
- E. Not act in an improper or disorderly manner, leave promptly at the appropriate time and comply with any reasonable requests by NFH team members.
- F. Any person or item in breach of these conditions may be refused admission or be removed from the hotel.

6.Cancellation By New Forest Hotels Plc

NFH may cancel the bookings under the following circumstances;

- A. If the hotel or any part of it is closed due to circumstances outside of its control.
- B. If the client becomes insolvent or enters into liquidation or receivership.
- C. If the client is more than seven days in arrears with any payment to NFH, and no refund will be given.

- D. To avoid a breach of these conditions.
- E. If it might prejudice the reputation or cause damage to the hotel, or NFH.
- F. If a ceremony is cancelled for any reason by the registrar or hotel manager, NFH will not be liable for costs incurred. In such event, NFH will refund any advanced payment made but will have no further liability to the client.

7.Cancellation by the client

If the client cancels a reservation NFH reserves the right to claim the following sums:

- A. £800 for cancellations up to six months before.
- B. £2,300 for cancellations less than six months before .
- C. Cancellations less than six weeks in advance will incur 100% of the estimated total cost to the client.
- D. Date changes will be treated as a cancellation and all deposits retained.
- E. In all instances, notification of cancellation must be made in writing and will be effective on the date received by the hotel.

8.Liability

- A. NFH will be liable to the client and/or persons attending the event 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.
- B. 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 team members and shall indemnify NFH against loss or liability (Other than NFH liability in the above clause) arising from the function.
- C. The client is advised to consider arranging insurance for the event covering public liability and loss or damage to its property and that of persons attending the function.
- D. The client must ensure that all entertainers employed by them must have Liability Insurance for a minimum of £3,000,000.
- E. If the client brings food onto the premises, which has not been provided by NFH, you agree to indemnify NFH and we shall remain indemnified against any and all loss, liability and damage howsoever arising in respect of such food.
- F. 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 always accept full responsibility for these gifts.
- G. NFH does not allow confetti cannons, exploding balloons, Chinese lanterns, bouncy castles, inflatable object, mechanical games or fireworks on the hotel premises or surrounding areas.

9.Exclusive use

I/We agree to pay:

- £1,600 at the time of booking
 - 50% six months prior to the event
 - 75% three months prior to the event
 - The final balance six weeks prior to the event
- A. All deposits are non-refundable and non-transferable.
 - B. From 2pm on the event day, the entire venue will be exclusively the clients.

10.General

- A. NFH will take all reasonable steps to fulfill 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.
- B. 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.
- C. 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.
- D. 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.
- E. 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:
 - Strikes
 - Other industrial actions(s)
 - Fire at or near the hotel
 - Flood at or near the hotel
 - Civil unrest, dispute or commotion
 - Act of god
 - Legal action against the company, not resulting from its negligence, preventing the supply of services, including forced closure by government or authority
 - Electricity cut
 - Loss of water
 - Epidemic or pandemics

No variation of these terms 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 fourteen days, we will assume that you agree to the terms.

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. I have read, fully understand and accept those terms. By signing this form and paying your deposit, you are confirming your event as detailed above.