



RIVENHALL HOTEL

Wedding Event

Terms and Conditions

1. Introduction

At The Rivenhall Hotel we have tried to make our terms and conditions as straight forward as possible.

However if you have any questions please feel free to discuss them with us before you agree to the terms and conditions.

Having discussed and agreed with us your requirements and preferences for your wedding, the terms and conditions set out below will apply.

2. Terms and Conditions

- The Hotel will provide you with costing details of your booking and you have 14 days from the date of this to confirm your provisional booking in writing. This will form part of the agreement.
- To activate and process the booking for your wedding the Hotel requires a deposit of £600.00 and a signed copy of the terms and conditions. This deposit becomes non-refundable and non-transferable within 8 weeks before the scheduled date of the event.
- Cancellation of a wedding event by the customer:
In such case, there needs to be an agreed 'Cancellation Clause', as cancellations may be costly to both the customer as well as the Hotel. Should you as the customer decide to cancel, please consider this cancellation clause carefully. Should you have any queries or require guidance please discuss matters with your allocated 'wedding facilitator'. The following form part of our cancellation clause:-

Date of Cancellation	Cancellation charge payable by you
Between 8-6 weeks before the event is scheduled	10% of the total booking value
Between 6-4 weeks before the event is scheduled	30% of the total booking value
Between 4-2 weeks before the event is scheduled	50% of the total booking value
Between 2-1 week before the event is scheduled	70% of the total booking value
Less than 1 week before the event is scheduled	90% of the total booking value

3. Cancellation of an event by The Rivenhall Hotel

In the unlikely event that the Hotel has to cancel your booking, you'll receive all your advance payments, although the Rivenhall Hotel will not have any other liability.

However the Rivenhall Hotel may only cancel if:

- All payment, part and/or whole, is not received and supported by a valid credit/debit card by the date specified.
- Any part of the Hotel is closed or unavailable due to events beyond our control.
- If you, or we, become insolvent, or in the case of an individual, becomes subject to a bankruptcy petition.
- The booking, the persons associated with the booking and / or the purpose of the meeting might damage the reputation of the Hotel and/or the Company.
- There is reasonable belief of fraud and misleading the Hotel towards reputation damage and/or criminal activities.
- Any aspect of the booking which has been hidden to mislead the Hotel and poses high risks to all concerned/involved

Cancellation of Services/ vacating the room during the event irrespective of time

- The Hotel reserves the right to cancel or cease services and/or vacate the room venue if: the booking customer and/or accompanying guests are behaving disorderly or are believed to be behaving disorderly affecting local or public peace (i.e. disorderly conduct including drunkenness anti-social behaviour and aggression).
- The booking customer and/or accompanying guests are behaving in a manner to breach hotel/local/public peace and/or pose high risks for damages and disruption.
- The booking customer and/or accompanying guests are involved in behaviour that place at risk the Hotel residents/staff, the hotel premises and/or its premises license.

In such cancellation there will be no refund whatsoever and the necessary charges will be levied for any damages to Hotel property/belongings. This is an expressed term of this agreement.

4. Payment

Risk Deposit – a refundable risk deposit of a minimum of £500.00 to a maximum of £3000.00 is required in advance on confirmation of booking, all subject to our risk assessment of the event proposed. You will be notified of the amount prior to confirmation of booking.

All payments to be settled and paid by the date set out in any accompanying document relating to this agreement. All cheque payments are to be supported and guaranteed by a valid credit or debit card in the name of the principal booking customer.

VAT is included in the payment quoted except for room hire charge.

Additional Charges

For each additional hour and/or part hour that your event over runs a charge of £60.00 will be levied as this is an expressed term of this agreement.

The credit/debit card and/or deposit is also held to secure any extra charges during the event. The principal booking customer is individually and severally liable for such charges.

Full or total payment is due 4 weeks before you confirm final changes and related review of costing.

A debit or credit card guarantee is required to guarantee against any damages to Hotel's properties/belongings and against any extras, costs and services. Charges for any extras to contractual agreement and for any damages will be taken against the card.

5. **Numbers**

If you give us more than 2 weeks' notice, for changes in number of people attending, you can reduce your numbers by anything up to 15% without charge. If you provide less than 2 weeks' notice, a 100% charge will be applied to the contracted numbers. If you increase the number of people, you are required to provide a written confirmation to the Hotel for a formal approval and upon which a revised costing will be provided to you. The Hotel reserves the right not to admit any surplus to the numbers contracted.

6. **Equipment**

We can provide most equipment that you may require. However, should you wish to bring your own equipment into the Hotel for your wedding, you must ensure it has been tested and is safe to use. The Rivenhall Hotel accepts no liability for any equipment you bring to the Hotel, and we would ask you to comply with the rules set out in the Health & Safety at Work Act. For any third party contractors visiting the Hotel such as (bands and entertainers) under your authorised instructions, you must ensure current and adequate 'Public Liability Insurance' is in place. Copies of electrical testing certificates and insurance policies must be made available on request. Should you have any queries, your 'wedding facilitator' will be happy to help.

7. **Fire Safety**

You are required to provide and notify the Hotel of the total number of guests at the Hotel and you agree not to exceed the number agreed upon. You are also required to notify the Hotel of those guests with any allergies (food) and disabilities. You are also required to inform us of any assistance that you or any of your guests may need in terms of disability (i.e. deafness, blindness etc.). This information is expected 4 weeks prior to the event.

8. **Others**

It is agreed that you are not acting on behalf of someone else.

If you ask us to or if you yourself get a supplier or contractors to help with your wedding then you are wholly and severally liable to this cost/ fees in full. The Hotel does not accept any liabilities or responsibilities for their services, fees, cost or agreement between them and you.

Insurance

- After all this, you may well consider it worthwhile arranging insurance. This can be done for a small premium and can cover the cost of cancellation and other liabilities. The Hotel will be happy to refer you to the appropriate insurance agents. Please bear in mind that your insurance contract will be made directly between the insurance company involved and yourselves.

Additional conditions apply to residential wedding guests and their accommodation. They are each individually and severally liable for their accommodation costs and other charges as incurred if not covered by this contractual agreement. (See Group/Block Accommodation terms and conditions). Bookings of accommodation are separate for this agreement unless the principal booking customer under this agreement is also the main person booking and paying for accommodation.

9. **Declaration**

Finally now that you have read the above terms and conditions please sign both copies and retain one copy for your information and return the other to us so we can proceed with processing and arranging your booking. The agreement is subject to laws governing England and by signing it you are bound by its terms and conditions.

Please note: bookings will not be confirmed until the Hotel has confirmed receipt of a fully signed copy of the terms and conditions.

10. **Data Protection**

Please note that we do not share any information with any third parties and your information is stored securely

Customer

Customer: (Please print full name)

Signed: _____ **Date:** _____

Witness (Please print full name)

Address

Signature:

Date:

For the Hotel

The Rivenhall Hotel

Name:

Position:

Signature:

Date: