



Conferences & Special Events

Terms and Conditions

1.0 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.

2.0 Terms and Conditions

- a. 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.
- b. To activate and process the booking for your conference/event the Hotel requires a signed copy of the terms and conditions.
- c. Cancellation of a conference 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 'conference 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

3.0 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.

4.0 Numbers

If you give us more than 2 weeks' notice, for events of 1 – 49 people, you can reduce your numbers by anything up to 15% without charge or 5% without charge for 50 people or more. If you provide less than 2 weeks' notice, a 100% charge will be applied to the contracted numbers. If numbers are reduced, The Rivenhall Hotel reserves the right to re-allocate the room to one more relevant to the size of the event.

5.0 Payment

The Rivenhall Hotel requires a non-refundable deposit of 50% of the total value in advance or a valid credit or debit card number as a guarantee. Invoice payment is only available when the conference value is over £500.00 and if you are recognized as an approved credit customer. Payments are to be made to the Hotel within 14 days of the date of invoice. Room hire charge is not subject to VAT. Please note: for each additional hour or part hour that your conference overruns a charge of £60.00 will be levied and this is an expressed term of this agreement.

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.

6.0 Credit Agreement

A 'Credit Application Form' is available on request if you are not approved as a credit customer. Separate conditions apply, which can be found on the form. Credit is not automatic, confirmation must be sought after completion of the 'Credit Application Form' where credit is extended, and all payments are to be made to the Hotel within 30 days of the date of invoice. A charge of 5% above current bank base rate, will be charged daily for any outstanding invoice amount due, in line with current regulations.

7.0 Credit Customers

Credit customers must note that the agreed quote/cost for the conference/event is what has been agreed. It does not include any individual delegate's activities (i.e. individual drinks or extra orders, which are charged direct to the individual delegate, unless otherwise declared at time of booking and confirmation).

8.0 Equipment

We can provide most equipment. However, should you wish to bring your own equipment into the hotel, 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 authorization 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, our Team will be happy to help.

9.0 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.

10.0 Data Protection

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

11.0 Other

- 11.1 For certain high risk events the Hotel may charge a deposit of £500 against the cost of possible damage to the Hotel or Hotel property, which could occur during the course of the event. Should damage occur to the hotel or hotel property during the event then this deposit, or an appropriate part thereof, will be retained by the Hotel on account of the cost of such damage.
- 11.2 It's agreed that you're not acting on behalf of someone else.
- 11.3 If you ask us to get a supplier to provide you with anything, the bill must be settled by you and not the Hotel. The Hotel does not accept any responsibilities as to the agreement between you and your supplier.
- 11.4 It is your responsibility to ensure any supplier fully complies with all regulations, and in the case of bands/singers, discos and entertainment, the required 'Public Liability Insurance' is in place.
- 11.5 If catering is requested food choices must be confirmed no later than 7 days in advance of the booking, otherwise the Hotel reserves the right to allow the Chef to select choices on your behalf.

11.0 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 have details of the policy, and will be happy to supply them on request. Please bear in mind that your insurance contract will be made directly between the insurance company involved and yourselves.

12.0 Declaration

Now that you've read the terms and conditions, please sign both copies and return one copy to confirm that you've received and agreed to our terms of business so we can proceed with your booking.

Please note: All bookings will NOT be classed as confirmed until The Rivenhall Hotel has confirmed receipt of a fully signed copy of the Conference/Event Contract AND Terms and Conditions.

Customer / Company:

Signed:

Print Name:

Position:

Date:

For the Hotel

The Rivenhall Hotel:

Signed:

Print Name:

Position:

Date: