



RIVENHALL HOTEL

Events

Our Standards 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 event, the terms and conditions set out below will apply.

2.0 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 event the Hotel requires a deposit of £300.00 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 an 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.

2.1 Cancellation of an event by the customer

For all events, there needs to be an agreed 'Cancellation Clause', as cancellations can be costly to both parties. 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

2.2 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.

2.3 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.

3.0 Numbers

You are required to give us 2 weeks' notice to be able to reduce your numbers by anything up to 15% without charge, for events of 1-49 people 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 including room bookings/allocations. If numbers are reduced, The Rivenhall Hotel reserves the right to re-allocate the room to one more relevant to the size for the event.

4.0 Payment

Risk Deposit – a refundable risk deposit of a minimum of £500.00 to a maximum of £300.00 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.

Invoice Payment is only available when the event value is over £600.00 and if you are recognized as an approved credit customer of the Hotel. Payments are to be made within 14 days of the invoice.

All payments to be settled and paid by the date set out in any accompanying document relative 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.

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.

5.0 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 14 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.

6.0 Credit Customers

Credit customers must note that the agreed quote/cost for the event is what has been agreed. It does not include any individual or personal 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.

7.0 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.

8.0 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.

9.0 Other

9.1 For certain events with assessed high risks the Hotel may charge an advance deposit of up to £1000 (see section 4) 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.

9.2 It's agreed that you're not acting on behalf of someone else.

9.3 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.

9.4 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.

9.5 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 or to cancel the event

10.0 Premises License Requirements

This agreement is subject to the requirements of our premise license which is displayed at Reception and details of which will be included in the accompanying completion document.

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.

By signing this document you are legally bound by the terms and conditions of the various operations of the Hotel that would be used for your event, for instance gym, pool accommodation etc.

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

13. Data Protection

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

Customer / Company:

Signed:

Print Name:

Position:

Date:

For the Hotel

The Rivenhall Hotel:

Signed:

Print Name:

Position:

Date: