



## **GROUP TERMS & CONDITIONS 2020**

All bookings must be confirmed in writing with signed copy agreeing to these terms & conditions.

### **Payment, Fees & Charges**

A pro-forma invoice will be sent at the time of making the reservation and/or 8 weeks prior to guest arrival.

50% of the rate non-refundable deposit to be paid at the time of booking.

Payment in full 8 weeks prior to arrival.

All other costs must be settled prior to the guest's departure from the hotel.

Our preferred payment method is by Bank Transfer (BACs); please note you (the agent) are liable to cover any bank processing fees. Our bank details are at the bottom of all pro-forma invoices.

If you would prefer to pay by credit/debit card (Amex is not accepted), please call the hotel directly with card details available to take payment.

All payments made are non-refundable.

### **Cancellation Policy**

For groups, weddings and conferences where the hotel is holding a confirmed booking, the following cancellation policy is operated:

The cancellation charge is based on the number of persons/rooms for which the original booking was made i.e. food, drink, accommodation/reservation, and will be line with the deposit policy above.

### **Cancellation by Sonas Hospitality Ltd**

Sonas Hospitality Ltd may cancel the booking:

1. Except where otherwise expressly stated in these conditions, the hotel will not have any liability where the performance or prompt performance of our respective contractual obligations is prevented or affected by or you otherwise suffer any damage or loss of any description as a result of "force majeure". In these conditions, "force majeure" means any event which the hotel could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside the hotel's control.
2. If the client is more than 30 days in arrears with any payment.



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### **Liability**

The hotel does not accept responsibility for loss of or damage to any items of value (including but not limited to cash, jewellery and electronic items such as laptops, cameras and phones). The hotel is entitled to rely on the limitations of liability for lost or damaged property contained in the Hotel Proprietors' Act 1956.

### **Vehicles & equipment**

Our hotel will not accept any liability for loss or damage to any vehicle or the like, nor to any other equipment.

### **Check In/Out**

Check in to the hotel must be after 2.00pm on day of arrival and check- out before 11.00am on day of departure unless otherwise agreed by the Hotel.

### **Corkage**

No wines, spirits, food or beverage may be brought into the Hotel or grounds by you or your group members or on your behalf for consumption on the Hotel premises unless the prior consent of the Hotel has been obtained, for which a charge will be made.

### **Smoking Policy**

By law, the hotels are non-smoking hotels. Sonas Hospitality reserves the right to cancel the reservation of the guests without notice if guests ignore the non-smoking policy. There is a £100 fine if guests are found to have been smoking within the hotel.

### **Complaints**

In the event that you have any reason to complain, or suffer any kind of injury or illness whilst at the hotel you must immediately inform the hotel. Any verbal notification must be put in writing and given to the hotel as soon as possible. If you remain dissatisfied you must write to the hotel/BW within 28 days of the end of the arrangements giving your booking reference and full details of your complaint, illness or injury. No liability can be accepted if you fail to notify the complaint or claim entirely in accordance with this clause (this provision does not apply to any personal injury claim arising from the hotel's negligence).

If you have any complaint concerning the service Sonas Hospitality Ltd provides, you must inform us in writing within 7 days of the complaint arising. If you fail to do so, Sonas Hospitality Ltd will have no liability.



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### **Behaviour**

You accept responsibility for any damage or loss caused by any member of your group. Full payment for any such damage or loss must be paid direct at the time to the hotel.

The hotel is entitled to exclude or remove any guest who causes damage, danger or distress or otherwise behaves in an inappropriate manner.

### **Final Details**

Any special requirements must be notified as soon as possible, including any special dietary requirements. They are not guaranteed unless specifically confirmed by the hotel in writing.

As well as the full pre-payment less the deposit **all final details require to be confirmed 8 weeks prior to the date of the event.** These details include final numbers, menu and wine choices, table plan and rooming details.

We do not offer a complimentary room for a guide/driver.

These group rates are inclusive of VAT and are non-commissionable.

### **INSURANCE**

**You are advised and it is highly recommended that you take out travel insurance to cover all eventualities. The hotel cannot be held liable for any financial losses in the event of cancellations.**

The client is advised to consider its own insurance requirements for the clients own property.

I confirm and accept the above terms and conditions, in connection to our booking.

Name:

Position:

Company:

Signed:

Date: