

Terms & Conditions

Group Reservations

At The Park Hotel we have tried to make our terms and conditions as straight forward as possible. If, however, you have any questions, please feel free to speak to us before you sign them off.

1a. What happens if I cancel?

For all meetings, events and group accommodation, there needs to be an agreed 'cancellation policy', as cancellations cost the hotel money. Here's how ours works:

DATE OF CANCELLATION	CANCELLATION CHARGE PAYABLE BY YOU
Between 6 and 4 weeks before the event is scheduled to take place	50% of the total booking value
Between 4 and 2 weeks before the event is scheduled to take place	70% of the total booking value
Less than 2 weeks before the event is scheduled to take place	90% of the total booking value

1b. Could The Park Hotel cancel my booking?

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

In the event of Group and Tour Reservations The Park Hotel reserve the right to apply the same cancellation time span as the Group or Tour Operator requirements as stated on their own contract .

In all other cases The Park Hotel will only cancel if:

- Any part of the hotel is closed
- The room/s reserved are unavailable due to circumstances beyond our control.
- If you, or we, become insolvent, or in the case of an individual, becomes subject to bankruptcy petition
- The booking, the person associated with the booking/and or the purpose of the meeting might damage the reputation of the hotel or the company.

2. Can I change the quantity of guests?

Of course you can. However, if the numbers go down significantly, the cancellation charges will be applied. So, if you give us more that 2 weeks notice, you can reduce your numbers by anything up to 15% without charge. Over 15% the charges outlined in item (1a) above will apply pro rata. Within 2 weeks before the event you'll be able to change the numbers by up to 5%, but anything over that will be charged at the agreed 'per guest/delegate rate'. If numbers are reduced The Park Hotel reserves the right to re-allocate the room, to one more relevant to the size of your event.

Please note that all amendments to the original numbers must be confirmed by fax or email, telephone amendments will not be accepted and the original numbers will be charged

3. If I don't have a credit agreement, when do I have to pay?

You will need to give us a non-refundable deposit of 10% of the total booking value when you confirm your booking. The only exception to this will if you have booked a wedding with us, then the minimum non-refundable deposit is £300.00 or 20% of the total booking value – whichever is greater. Full payment of the balance is due 14 days before the event, unless you have arranged credit facilities with the hotel. Credit is not available for wedding parties.

4. How do I get credit?

A 'Credit Application Form' is available on request if you are recognized as a credit customer. Separate conditions apply, which can be found on this form. Credit is not automatic, confirmation must be sought after completion of the 'Credit Application Form'. Where credit is extended, all payments are to be made to the hotel within 28 days of the date of invoice. Credit is not available for wedding parties.

5. What is the procedure if I have things I need to bring to the hotel?

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 Park Hotel accept 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 3rd party contractors visiting the hotel (such as bands and entertainers) under your instruction, 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, please contact a member of our team.

6. Additional Points

Just a couple of points to be noted:

Firstly it is agreed that you're not acting on behalf of someone else. Secondly, if you ask us to get a supplier to provide you with anything, the bill must be settled by you and not the hotel unless agreed in writing. Finally, it is your responsibility to ensure any supplier fully complies with all regulations, and in case of bands/singers, discos and entertainment, the required 'Public Liability Insurance' is in place.

Now that you've read the "small print", please sign and return a copy to confirm that you have received and agreed to our terms and conditions.

Any deletions to the above are only legally binding if agreed in writing by the Hotel

Signed _____ Date _____

Company _____ Contract Due Back By _____

****The Hotel reserves the right to terminate the agreement at any time, without prejudice to any other right you may have, in the event that the operator fails to sign and/or comply with the terms of the agreement.**