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## TERMS AND CONDITIONS

### Booking your conference or event

A written confirmation must be received, together with an address and full contact details. The number of guests +/- 10% together with the full programme must reach the hotel at least one month prior to the event. Final numbers must reach the hotel at least 14 days in advance. Accounts will be due for payment in advance. Cheques (company or personal) must be presented in good time for clearance and will not be accepted on departure under any circumstances. Credit terms may be agreed in writing, and credit references will be sought. Payment of invoiced accounts is due within 14 days of presentation. Overdue accounts will be charged at 2% per month, or part thereof.

### Cancellation and significant changes

Any cancellation, postponement or significant changes in arrangements must be confirmed in writing. Deposits will only be refunded, less administration costs, once the date has been rebooked for a similar event. If the cancellation occurs within one month of the date, the client shall be liable for 90% of the anticipated facilities booked - if the date is resold the charges will be offset. If the cancellation occurs within 2 to 5 months, 60% will be charged, and if within 6 to 12 months, 30%.

If the anticipated numbers for bedrooms or the event decrease more than 10% within 3 months the hotel reserve the right to add a cancellation charge if deemed necessary, due to loss of anticipated revenue. Number and room amendments up until 6 months will not incur a charge unless the numbers decrease more than 50%. The hotel reserves the right to change the event room requirements to a smaller room(s) and an additional room hire charge will be added to the account if the event room originally allocated is deemed too large for requirements.

### Client responsibility

The client shall be responsible for the behaviour of their guests and any damage to hotel property, including theft and water damage. Guests should not be excessive, or rowdy, and offensive or illegal behaviour will not be tolerated.

Consideration must be shown to other guests and our staff; we reserve the right to recover from the person making the booking any discretionary compensation payment or discount we may have to pay to other guests, as a result of your actions or members of your party. Our guests and staff alike should be treated with respect and dignity at all times. We will not therefore tolerate physical or verbal abuse, intimidation, threats, swearing or offensive remarks. We consider unsubstantiated, vexatious and defamatory allegations about our employees to be abusive behaviour.

### Personal belongings and liability

Personal belongings are the responsibility of each individual and any valuables can be left in the Reception safe; a receipt must be obtained. Loss or damage to any items must be reported to the Duty Manager before departure, otherwise no claim will be accepted. We accept no liability whatsoever for any accident, loss or damage to your property, unless such loss is demonstrably due to our negligence. We cannot be held responsible for the failure of public services (e.g. water, gas, electricity etc.) or for any disturbance beyond our control. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your event with us is limited to the cost of the booking.

### Your exclusive venue

If agreed at the time of booking, the hotel can be reserved for exclusive use (except The Terrace and Spa). Such an agreement shall be deemed to be reciprocal and the party will use the hotel and cottage facilities for all catering and hospitality for the full period of the booking. Unless agreed otherwise the hotel will reserve areas of the hotel for residents only and not for the use of the event. The main bar is a public bar and can still be used by non-event guests. The hotel may also choose to host other events alongside your own event. A beautifully designed Aqua Centre with 5 pools is being built on the site of the tennis courts. Building has begun and the project is planned to finish in spring 2020. As part of this scheme, landscaping and wall building will take place around the grounds.

Maintenance and improvements take place all year round (this listed building always needs something doing!) and we will do our best to ensure you are not inconvenienced but regret we will not be offering compensation if a facility is unavailable. The age of the hotel together with the exposed position makes maintaining it a huge task: each year a section of scaffolding is erected to enable the rolling weather proofing and routine repairs programme. Unexpected damage at any time may result in obvious signs of work and no compensation will be paid in these instances.

The ground floor is spacious, and the Terrace and Bar are used by non-residents: other area may be reserved for these guests and residents not attending the event. We may also book other events in the hotel alongside yours.

## Food and drink

The hotel reserves the right to supply whatever food, drink or services that may be required, except for pre-arranged celebration cakes. Any food provided by The Headland that has not been consumed cannot be taken by the guests after the event. The Headland does not allow guests to bring their own food, wine, beer, spirits or soft drinks for consumption at an event. The import of guest food or drink is not an option and corkage arrangements are not available. Wines (or the vintage) chosen in advance may not be available at the time of your wedding due to our wine list being regularly updated but we will supply a suitable substitute of the same quality and style.

## Allergen information

Before you order your food and drink, please speak to one of our members of staff if you have a food allergy or intolerance. We can tell you all the specified allergens that are deliberate in our products. As our kitchen handles food containing flour, eggs, milk, nuts and other allergens, there is always a risk of cross contamination so we cannot guarantee that any product is entirely free from any allergen.

## Accommodation

During the quieter months, special rates are available for guests attending large events. All accommodation is subject to availability and the agreement must be confirmed at the time of booking the event. Separate accommodation Terms and Conditions apply, please ask for a copy or see the main Hotel website. Please ensure all of your guests are aware of these if you are holding rooms on their behalf.

## Car parking

We employ an outside company to patrol our car park. It is therefore mandatory that all guests attending an event provide their registration details to be added to an online system at reception within half an hour of arrival. It is the vehicle owner's responsibility to ensure they have done this to avoid any car parking fines. Any cars found in the car park that are not on the system will be fined. Please inform your guests prior to arrival of this.

## Disabled access

In order to accommodate guests with limited mobility we have disabled parking bays, ramped access to the front door, a lift and some wheelchair-accessible rooms with walk-in showers and wide doors. If you require assistance, please contact us to discuss requirements prior to your stay.

## Equipment and extra charges

The client shall be liable for all electricity used other than by the hotel's usual fixed equipment and lighting. The hotel does not accept responsibility for the clients' equipment. A registration table will be included in the cost on some packages.

Materials can only be displayed on display boards, no blue tack or pins on the walls. Late changes to table plans that result in re-printing, table and room decorating or secretarial and IT assistance will also result in extra charges at £20 per hour. Extended use of the room(s) for set up and removal of equipment, decoration, trade stands etc will be charged over and above the room hire charge. These extensions must be agreed in writing, are subject to availability (usually near the date of the event) and costs paid in advance. A service charge of 10% may be added for all external services used or booked on behalf of the guest by the hotel.

## Licenses

The hotel has a full liquor license and is also licensed for public entertainment for up to 300 guests.

Evening entertainment must finish by midnight, and the noise must not be excessive. If other guests are disturbed, we reserve the right to insist the volume is reduced to an acceptable level. The bar will close at the same time that the evening entertainment finishes. An application for extensions or variations to the licenses will incur an additional charge.

## Validity of prices

Prices and Terms and Conditions are correct at the time of publication but may change without notice with the exception of confirmed bookings. Confirmed bookings will not alter other than to reflect any changes in tax. E&OE.

**The hotel reserves the right to refuse any booking.**