

## TERMS AND CONDITIONS

### What do I have to do?

Once the date and the timing of the wedding has been agreed we need your address(es), full contact details, written confirmation and the deposit to make the booking contract with you both. The timing of the ceremony and reception must be agreed at this point. By paying your deposit you are accepting our Terms and Conditions as follows.

- **Initial deposit:** £2000 for weddings with projected numbers of over 50. £1200 for weddings with projected numbers of less than 50.
- **Six months prior to the wedding:** a further payment to match the initial deposit.
- **Three months prior to the wedding:** 75% of the projected costs if not already covered by the above.
- **One month prior to the wedding:** all arrangements, including contracted accommodation, menu choices and dietary requirements\*, to have been finalised and final balance paid.

If you fail to pay any of the above we reserve the right to cancel the wedding; there will be no refund unless the facilities are fully resold. An administration fee will be charged.

### Cancellations and significant changes

Charges will apply if you cancel your wedding and a postponement/change of date will be deemed a cancellation. Over 12 months' notice: the deposit will be returned (less a booking fee of £250) if the facilities are mostly resold, between 12 - 6 months 50% of the estimated cost (unless the facilities are fully resold), 5 months and under 90% of the estimated cost (unless the facilities are fully resold). Cancellation and administration fees will also apply. If your anticipated numbers turn out to be less, we reserve the right to give you a smaller room and/or an additional room hire charge will apply, from 10%.

### Payment terms

Sadly credit terms are not available and 14 days before the wedding we need final numbers, and extra guests (or services) will need to be paid for at this time. After this date, there are no refunds if numbers decrease. Separate arrangements are applicable for guests staying in the hotel and cottages. Please ensure you make them aware of these if you are reserving accommodation on their behalf.

### Hotel bedrooms and self-catering cottages for you and your guests

If you book an evening reception, a complimentary bedroom will be yours for the night. Depending on the size of the evening party up to 7 other bedrooms will be part of the contract and you can either pay for these guests, or the individuals occupying these rooms can settle the accounts at least one month in advance.

At quieter times of the year, your guests may have discounted Ocean and Courtyard rooms: this agreement must be confirmed in writing at the time of booking the wedding and all reservations must be made directly with the hotel. This offer cannot be made in conjunction with any other offer. Please see the website for accommodation Terms and Conditions for you and your guests.

### Food and drink

Final menu choices must be received 14 days before the wedding. We reserve the right to supply all food, drink and services with the exception of wedding cakes: corkage is not available and you may not bring in your own food, alcohol or soft drinks. 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

We can advise of all 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. Guests are advised to take care before using products available for public use, any use will be the sole responsibility of the guest.

### Liability

We cannot be held liable for the failure of public services (water, gas, electricity etc) or for any noise or 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 is limited to the cost of the booking.

## Personal belongings including presents

We will accept no liability whatsoever for any accident, loss or damage to your property unless it is demonstrably due to our negligence. All wedding gifts and cards are your responsibility and must be collected at the end of the reception together with any remaining celebration cake, table decorations and flowers you wish to keep. Loss or damage to any items must be reported to the Duty Manager before departure otherwise no claim will be accepted.

## What else will be happening in the hotel and grounds at the time of my wedding?

A beautifully designed new Aqua Club with five 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 also 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 areas may be reserved for these guests and residents not attending the wedding. We may also book other events in the hotel including weddings alongside yours.

## Licenses

We have held a civil wedding license since 1995, a full liquor license for over 100 years and hold a public entertainment license for up to 300 guests. Evening entertainment must finish by midnight, with the exception of live bands who must finish by 11 pm (to avoid the disturbance of other guests), we reserve the right for the music volume to be reduced to an acceptable level if we receive complaints about excessive noise. The bar will close at the same time as the entertainment finishes.

## Extra charges and car parking

Included is the placing of name cards and favours. If you need any help with decorating the room, tables, putting up balloons etc. we may have staff available if you let us know in advance: the cost will be £20 per person, per hour. If the event room(s) are required for extra time to set up and clear down there will be extra charges according to the duration and size of the room. These extensions must be agreed in writing, are subject to availability (usually near the date of the event) and costs paid in advance.

Too many people use the car park and go to the beach! We now have a number plate recognition scheme and everyone needs to register their car on arrival to avoid a parking ticket: do please tell all your guests. Cars are parked at owner's risk.

## The behaviour of you and your guests

We are a 4-star family hotel with a good reputation: other residents and our team have certain expectations about events taking place. Consideration of guests and our staff must be shown by your party at all times: you are responsible for your guests' behaviour. Offensive remarks, swearing, verbal and physical abuse towards anyone in the hotel will not be tolerated. We reserve the right to recover from you any discretionary compensation or discount we may have to pay to other guests as a result of your actions, or that of your party. This will also include compensation for any damage to the hotel's fixtures and fittings, for flood damage and for theft.

Threatening and offensive behaviour (at any stage) may result in the hotel cancelling the event together with all the accommodation if we feel, in our sole discretion, that you or members of your party have infringed any of these conditions. All accounts will be due in full, no refunds will be given and the party will be asked to leave. You have an obligation to inform your party of these expectations. The hotel reserves the right to refuse any booking.

## Validity of prices

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