



## Christmas Party nights booking Terms and conditions

### 1. Making a booking

- 1.1. All party night bookings will be treated as provisional and will be held for no more than 7 days pending receipt of a deposit of £10.00 per person for the party night. If a room is required as well then our std room booking deposit of £75 per room will also be applicable.
- 1.2. The remaining balance must be paid no later than 8 weeks prior to your event otherwise places will be offered for re-sale without refund or notice. Once final payment has been received then no refunds will be made.
- 1.3. All bookings made within 8 weeks of the party night require full and immediate payment.

### 2. Cancellation terms

- 2.1. If a party night has to be cancelled in full more than 12 weeks prior to the event then only the deposits will be retained by the hotel. Cancellations made less than 12 weeks before will incur a charge of the total booking value as follows:
- 2.2. 8 – 12 weeks – 50% of the value will be payable
- 2.3. Less than 8 weeks – 100% of the value will be payable
- 2.4. All monies paid in advance will be strictly NON-REFUNDABLE and cannot be used to pay for any other goods or services. It is the responsibility of the party organiser to inform all members of their party of this policy. All alterations to a booking must be made in writing.

### 3. Food & Drinks pre orders

- 3.1. All party night bookings will require a food pre-order, including any special dietary requests no later than 21 days prior to the event.
- 3.2. Any wine or drink vouchers must also be confirmed and paid in full no later than 21 days prior to the event, to receive the special discounted pricing. After this date they should be paid for on the night, they will be charged at our standard tariff.
- 3.3. Drinks Vouchers may only be used for wine by the glass, all draught and bottle beers and house spirit plus mixer (does not include malt whisky, premium brandies or premium spirits).
- 3.4. Broadoaks reserves the right to cancel any date. In these circumstances, an alternative date or venue will be offered or you will be entitled to a full refund of any payments, but the hotel will have no further liability.
- 3.5. Whilst every effort will be made to accommodate special seating arrangements, these cannot be guaranteed.
- 3.6. The dress code for all Party Nights is smart party wear.
- 3.7. Children under 18 years cannot be admitted to any Party Night.
- 3.8. Prices quoted are inclusive of VAT at 20% and are subject to alteration should the VAT rate change.

### 4. Other Payments

- 4.1. We will ask your party organiser for a credit card swipe on arrival, all payments for any other items must be paid for on departure.
  - 4.1.1. Payment Methods - We welcome cash, and all major credit Cards except AMEX.
  - 4.1.2. Credit Card charges
    - Debit cards – zero charge
    - Credit cards – 1.5% if your bill is over £800

## 5. Spoilage and Damage to Rooms & Furniture

- 5.1. **Specialist deep cleaning or re decoration to walls** : If any extra intensive cleaning is required over and above normal usage after you or your guests have departed ( this includes 3<sup>rd</sup> party companies hired to provide a service for you ) , you shall be liable for the cost of the extra cleaning that may be required . Charges will only be levied in the event that it takes our team of cleaners any extra time and/or effort to clean the room. We will automatically ask for a £250 payment to be made until all work has been completed. If part of the room needs to be re decorated due to damage to the walls then we will ask for £1,000. When the work has been done we will give you a copy of the final bill for your records.
- 5.2. **Carpets** : If a carpet is soiled or damaged to the point that it needs to be replaced , then you will be responsible for the entire replacement cost to include fitting . We will ask for £1,000 until the replacement carpet has been fitted .When the work has been done we will give you a copy of the final bill for your records.
- 5.3. **Repairs or replacements to furniture or other house items:** Will be charged for at a labour rate of £35 per hour plus materials. We will ask for £250 until all work has been completed. We reserve the right to hold a higher amount if needed. When the work has been done we will give you a copy of the final bill for your records.
- 5.4. **Mattress Spoilage:** Our standard minimum charge for Mattress Spoilage is £150 . If the Spoilage is severe and the mattress needs to be replaced then we will ask for £1,000 until a replacement mattress has been purchased . We will replace the mattress with the same quality and type that was on the bed. When the mattress has been replaced we will give you a copy of the final bill for your records.

Note : We use commercial quality mattresses .

### 5.5. Loss of room or hotel revenue

If a room or use of the entire Hotel at Broadoaks needs to be kept out of service due to any reason including any of the above items , you will be charged the full DB&B rate per our standard tariff for the room until the room can be opened again for use .

**Notes** : If you or your guests have already left our premises before our housekeeping team discover any of the above damages, we will inform you by email along with the provision of any time stamped photographs

## 6. Room bookings

- 6.1. Free Stay for Organiser : For residential parties with 30 or more full paying guests, we will include a Romantic Room for the organiser and their partner, completely free of charge including Bed & Breakfast on the night of the party only.
- 6.2. Any other rooms can be booked per the special rates shown on our web site
- 6.3. All other standard room booking terms and conditions apply

## 7. Non Broadoaks Food & Drink

- 7.1. We do not permit customers to consume their own alcohol in any of our public rooms or grounds, unless it has been specifically agreed in advance.
- 7.2. If any Alcohol other than Alcohol purchased at Broadoaks is found within these areas we reserve the right to charge the main bill the following corkage charges :
  - 7.2.1. 1ltr/750mL bottle of spirit £75 each
  - 7.2.2. Bottles or cans of beer £5 each
  - 7.2.3. Bottles or boxes of wine £25 each
  - 7.2.4. Mini bottles of alcohol £3.50 each (50ml)
- 7.3. As licensees we have a duty of care to provide alcohol to our guests that is under our control. We thank you for your understanding in this sometimes difficult matter.