



EXCLUSIVE USE TERMS AND CONDITIONS

Payment terms and cancellation policy

When you make a reservation at a hotel it is a contract in law, we appreciate that things sometimes do change so we would urge you to take out event insurance so that in the event that you do need to cancel for any reason then any payments you have made will be recoverable. (please request details if needed).

Deposits and payment terms

An initial booking fee of £1k is needed to secure your agreed date(s)

After your initial deposit of £1k has been taken a further deposit equivalent to 50% of the quoted and agreed exclusive use balance outstanding will be due 6 months before your event takes place date. The final outstanding 50% is due 2 months prior to arrival.

Example :	Total quoted price	£5k
	Initial deposit	£1k
	6 months before	£2k
	2 months before	£2k

Broadoaks reserves the right to cancel your function if payment conditions are not upheld.

If an event needs to be cancelled by the booking party then any deposits paid will not be refundable or useable against anything else other than another similar event. Bookings must be cancelled in writing or by email to (events@broadoakscountryhouse.co.uk) and must be acknowledged by Broadoaks

In the event that your booking or any part of it is cancelled deposits paid will not be refunded. If the booking is cancelled within 3 months of arrival you will be liable for payments of all services originally contracted for.

If a confirmed event date needs to be moved to another date, the following fees will apply :

- More than 12 months notice £500 change fee
- Less than 12 months notice £1000 change fee
- Less than 6 months notice £2000 change fee

Smoking

Sorry smokers we are a STRICT NON SMOKING HOUSE, smoking is permitted on our outside terrace and gardens, we respectfully ask that you please use the ashtrays provided.

Check in and Check out

Check in is guaranteed from 3pm on the day of arrival, if you do need an earlier check in time please just call us in advance, we will try our very best to accommodate your request.

Check out is generally 11am on the day of departure, if you find our beds so comfortable that you just can't get up, then by agreement and subject to availability we might be able to give you a little more time.

Children and Extra Adults

We do not charge for children aged 2 years and under providing they don't eat cooked breakfasts !! All other children and extra adults will be charged at £30.00 B&B This rate assumes that 2 other adults will be sharing the same room with their extra guests. Not all of our rooms are suitable for accommodating extra guests so please ask us at the time of booking.

Dogs

Dogs are charged at a standard rate of £25 DDBB per night. Well behaved Dogs ON A LEAD are permitted in the following rooms The Boudoir, Riverhaven Lodge, Redwood, Yew, Rowan, Elm, Walnut, Coach House. Well behaved Four legged friends are also permitted in the bar area and in the music room as well as the grounds and outside terrace. If your dog causes disturbance to other guests while they are in house or in your room then we may politely need to ask you to move the dog into your car. Poop bags provided!

Spoilage charges

We know accidents do happen, all we ask is that you let us know. If you don't then we reserve the right to charge you for the full repair, labour will be charged at an hourly rate of £25. This will be immediately charged to your credit card. We reserve the right to charge for cleaning and laundry costs.

VAT

We reserve the right to increase prices by the relevant amount if VAT is increased on or before arrival date. Rates currently are 20% VAT inclusive.

Payment methods

We welcome cash, cheques by prior arrangement and all major credit Cards except AMEX

Credit Card charges

Debit cards – zero charge

Credit cards – 1.5% if your bill is over £800

Final main bill

All final costs will be billed to the main event account unless alternative arrangements have been agreed prior to your event. If guests wish to pay for their own individual accommodation the monies they pay will simply be offset against the final bill owed. (see room allocation sheet).

Any extra costs incurred during your event will be added to the main account. We are not perfect and mistakes can often be made, Broadoaks reserves the right to bill any items missed from the first bill at a later date (up to 6 months after departure)

Final accounts can only be paid via credit/charge/debit card, cash or cheque (cheques can only be accepted to the value of the cheque guarantee card)

The use of confetti is only permitted outside the hotel. All confetti used must be of the rice paper variety.

Care of Children

Due to numerous period features of the building and grounds, children must be supervised by a responsible adult at all times. Whilst we encourage guests to enjoy the garden please note that care must be taken as slate walkways and stairs maybe slippery, particularly when wet.

Guest behaviour

The persons booking the event are responsible for the behaviour and actions of their guests while at Broadoaks.

Inappropriate behaviour may result in your event being stopped early with guests being asked to leave . We operate a zero violence policy towards our staff members . The Hirer shall pay for any loss or damage to any part of the hotel premises, or to any fixtures, fittings and equipment which are damaged by the Hirer or their guests.

Non Broadoaks Alcohol

If any alcohol other than Alcohol purchased at Broadoaks is found within our hotel and its grounds then Broadoaks reserves the right to charge the hirer a fee of £1k . 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.

Guest items and damages

We will not be held responsible for damage to any article brought onto the premises. The hotel shall not be liable for any loss or damage except within the constraints of the Hotel Proprietors Act 1956. In case of the loss or damage to the Hirer, it must be reported and then recorded at the time with the Duty Manager.

The hotel reserves the right to charge full room tariff should we not be able to resell a guest room after the event due to the following reasons:

- Smoking in any of our guest bedrooms.
- Breakages rendering the room incomplete to resell to another guest.
- Specialist room cleaning including carpet shampooing.
- Soiled beds or furnishings.