

**LAVENDER HOUSE HOTEL – TERMS & CONDITIONS**

**Hotel Copy**

1. Upon the booking of the Hotel the client will pay a deposit. Regrettably this is non-refundable in the event of a cancellation. The Hotel reserves the right to take an alternative booking should the deposit not be forthcoming within a three week period of the booking being taken. A further deposit is required six months prior to the date of the function.
2. The client will be responsible for the allocation of any bedrooms with-in the Hotel unless the Hotel is advised otherwise. The Client should make their guests aware that bedroom accommodation is not available until 13:00 hrs unless previous arrangements have been made. All overnight accommodation will be paid for by the Clients guests unless the Hotel is advised otherwise.
3. The Client is advised to make an appointment to discuss the details of the function six months prior to the event date; using this information a Budget Quotation will be prepared with an estimated cost of the function. We are happy to oblige in taking stage payments from the Client, the monies would be refundable in the unfortunate event of a cancellation within the guideline structure below. The balance owing for the function is payable on or before departure from the venue after the function.
4. Cancellation Charges:-

<b>Time of Cancellation</b>	<b>Percentage of cost payable</b>
<b>6 months Prior to the date</b>	Deposit is non refundable
<b>6-3 months Prior to the date</b>	35% of the estimated cost is payable
<b>3-1 month prior to the date</b>	50% of the estimated cost is payable
<b>1month-1week prior to the date</b>	75% of the estimated cost is payable
<b>Less than 1 week</b>	100% of the estimated cost is payable less the estimated cost of alcohol for the event

5. The Client or an appointed person must be responsible for any belongings brought into the Hotel, for example, gifts, cards, cake, stands, decorations, equipment, flowers or any other personal property, the Hotel cannot be held responsible for loss of any items left unattended.
6. The Client will be held responsible for any unacceptable damage or theft occurring to the Hotel building, fixtures and fittings.
7. Should in the unfortunate circumstances an item of produce on the chosen menu not be available, the Hotel reserves the right to make a substitute in this instance.
8. All prices include Value added tax at the current rate, this is subject to alteration without notice should the current rate differing.
9. In the event of a cancellation, chair covers, Discos, Bands, Bouncy Castles, Entertainers, must be paid for in Full, unless we are to cancel.
10. Outside Entertainment including DJs & Bands must sign a Disclaimer form and all equipment must be PAT tested, Insurance forms must be shown as well as a PRS Certificate.

Please Return to Lavender House Hotel, Knowle Hill, Ashburton, Devon, TQ13 7QY ASAP

11. If T&C are not returned signed, the hotel will take it has been accepted, Sending a deposit without signing T&C Accepts all LHH T&C's

12. The Management reserve the right to make alterations to the Terms & Conditions

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### **LAVENDER HOUSE HOTEL – TERMS & CONDITIONS**

#### **Client Copy**

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