



TERMS & CONDITIONS for EVENTS at the MORTIMER ARMS

'The Inn' refers to the Mortimer Arms. The "client" refers to the company, the company representative or individual responsible for making the booking. In order to avoid any misunderstanding regarding reservations and other bookings the following are the Terms and Conditions that apply for conferences and meetings and events. The 'Client' and contact on the day will be responsible for their guests and themselves for the duration of the event.

- 1) **CONFIRMATION BY THE CLIENT;** all bookings are considered provisional until this document is duly signed and dated and returned to the Hotel. This confirmation must include:
 - 2) Name, address and contact details of the Client accepting responsibility for the booking
 - 3) Date and time of event
 - 4) Approximate number of guests
 - 5) Non-refundable deposit along with credit/debit card details
 - 6) Where appropriate: -
 - 7) Function room requirements including: all equipment requirements; food and beverage; seating layout
 - 8) Type and number of bedrooms required, limited allocations may be applied by the Inn
 - 9) Any additional requirements not listed above e.g. entertainment etc.

2 CANCELLATION AND AMENDMENT CHARGES;

At not less than 14 days prior to the date of the function, the Client shall provide the Inn with up-to-date numbers of guests attending, a rooming listing, final details on timings, menus, any other special requirement instructions and full payment. Unless holding of a wedding then this is required 28 days before the date.

Cancellation charges will apply to all services and facilities offered by the Inn from 28 days prior to the date of the event as follows:

Period before function date

- More than 28 days Deposit---** is retained
- 15 - 28 days** 50% of the total booking value
- 01 - 14 days** 100% of the total booking value

Any cancellation or amendment charges will be invoiced for immediate payment

3. **DEPOSITS;** the Inn reserves the right to require payment of a deposit on receipt of a booking form, the amount of which will be determined by the Inn. Should the Client fail to pay such a deposit within 14 days from the time of booking, the Inn may treat the booking as having been cancelled by the Client and apply the provisions of section 2 above. Deposits are non- refundable.
4. **DAMAGE;** the Client shall be responsible for any and all damage caused to the allocated rooms or the furnishings, utensils, equipment and to any other property of The Inn and pay on demand the amount required to make good or remedy the damage. In the case of sickness a minimum charge of £70.00 will be made and if this does not cover the cost of specialist cleaning or replacement, the full costs of specialist cleaning and/or replacement will be charged to The Client. The Client/Agent will be responsible for the reimbursement of costs to other parties, following disruptive behaviour or damage caused by any of his guests. In the case of Company bookings it is the Company that takes responsibility for their employees and the actions, acts and omissions of those employees.
5. **CORKAGE;** no Clients or their Guests are permitted to bring any alcoholic beverages (including beers, wines, champagne and sprits) onto the premises for the purposes of consumption- If found to be consuming beverages not brought from the Mortimer Arms a Charge of £150.00 will be made
6. **PAYMENTS AND CREDIT FACILITIES;** full payment for all functions is due no later than 14 days prior to the date. Unless the event is a wedding then payment is due 28 days before, Payment of all chargeable extras e.g. bar tabs, etc are due on departure. Any queries should not affect immediate payment, in full,



7. of the outstanding balance. Credit facilities are not offered automatically and can only be arranged by obtaining a Credit Application Form (note - completion of the application form does not imply credit facilities exist – the existence of credit facilities will be confirmed to you in writing by the Inn). It takes a minimum of 28 days to establish credit facilities. All invoices issued on a credit account basis are due for
7. **TARIFFS:** Confirmed/agreed prices cannot be changed or transferred to promotional or discounted rates that may exist from time to time. Cancelling a booking and re-booking on a discounted or promotional rate is not permissible. All bookings are subject to availability. No allowances or refund can be made for meals not taken on an inclusive basis.
9. **REFURBISHMENT WORK:** From time to time refurbishment work is carried out to upgrade the hotels facilities; this may result in certain facilities/amenities not being available. The Inn reserves the right to carry out maintenance work without prior notice to customers.
10. **AGREEMENT NON-ASSIGNABLE:** the benefits under this contract are personal/specific to the Client and shall not be assignable or transferred by the Client.
11. **AGREEMENT GOVERNED BY ENGLISH LAW:** the Contract shall be governed in all respects by English Law.
12. **VARIATIONS:** neither oral representative nor other agreements are recognised by the Inn and the conditions of this contract can be modified only by a supplementary written contract.
- 13. LETTERHEADS:** any correspondence sent from the Inn cannot alter or take precedence over these terms and conditions.
14. **EXTERNAL SUPPLIERS:** all external suppliers booked by the Client are subject to standard Inn Policies and additional Terms & Conditions set by The Inn, which must be signed prior to the event
15. **FORCE MAJEURE:** if the Inn is prevented or hindered from carrying out its obligations hereunder by circumstances beyond its reasonable control including (without prejudice to the generality the foregoing) government intervention, local planning decisions & enforcements, strikes, labour disputes, accidents, Acts of God, national or local disasters, Acts of Terrorism or war, then The Inn's liability to The Client shall be no greater than the amount paid to the Inn by the Client in respect of the Function. If for any reasons beyond the Inn's reasonable control the accommodation reserved cannot be made available to the Client, the Inn reserves the right to substitute similar or comparable accommodation for the Function and such a substitution shall be accepted by the Clients as satisfactory performance by the Inn of its obligations hereunder to provide the accommodation reserved. Note – at peak times it may not be possible to book suitable alternative accommodation. Under these circumstances the Inn's liability will be limited to the return of the deposit or pre- payment made.
16. **GREIVANCES:** If there are any issues regarding the service or facilities during your event, these must be brought to the attention of a manager immediately. Any issues brought to light after the event will not be considered.

Version 1.5 | Functions (amended January 2019)

I/We agree to the above Terms & Conditions

Signed By: _____ Date: _____