

TERMS AND CONDITIONS

In these Terms and Conditions 'The Hotel' shall mean The Limes Country Lodge and the Client shall mean the person whose name is stated on the contract as the person making the booking with the Hotel.

Functions

Payments

1. Upon booking – non-refundable fee of a stated amount is required
2. 4 weeks prior to the event – The full fee will be payable

Cancellations

1. 2 weeks' notice or less – 100% of the monies paid at time of cancellation is to be held
2. 4 weeks' notice – Deposit is not refundable – additional monies paid to be discussed with owner David Morris

Numbers attending your event

- Please provide provisional numbers at the time of booking. The Hotel reserves the right to agree a minimum number to be charged for the event at this time.
- If a client's booking is accepted by the Hotel on the basis that a minimum number of guests will be attending the function, the amount payable by the client will be calculated on such numbers or on the numbers actually attending, whichever is greater.
- The client shall notify the Hotel no less than 14 days prior to the date on which the function will take place, the final number of persons who will attend such functions and the client will pay charges for all such persons despite subsequent drop in attendance.

Booking and Payment

- No reservation may be secured until the contract has been signed and returned.
- Terms and conditions form part of your contract. This incorporates all booking conditions and will be sent to you once a provisional reservation has been made.
- To confirm an event booking a £100.00 non-refundable deposit is required.
- Please confirm payment method when booking your event. The Hotel reserves the right to cancel an event without obligation if payment details are not provided as requested.
- Where allowed, the Hotel credit terms are 14 days from the date of the invoice. An interest charge will be made on all outstanding balances after the due date calculated at 4% of the Bank of England Base Rate.
- A bond of **£250** will be required at the time of the final balance. This is for damage, breakages, thief, alcohol found which has not been purchased from the hotel and un-paid tabs from any guests attending your event. Any additional décor our team need to assist with, which has not been pre-arranged, will be charged from you bond. This will be refunded within 14 days of the event if no damages are incurred. Any incidents or disturbances where securities have to attend your £250.00 bond will be non-refundable.
- Provisional bookings will be held for 5 days unless otherwise agreed by the Hotel, after which time the Hotel reserves the right to release the booking without prior notice.
- Accommodation bookings for 5 or more rooms must be confirmed with each guest name being advised 7 days prior to the arrival date. Should any of the rooms need to be released, 7 days' notice must be given to avoid a cancellation charge equivalent to one night's stay. For accommodation bookings of less than 5 rooms, 48 hours' notice must be given to avoid a cancellation charge equivalent to one night's stay.
- Details of all equipment required must be advised at least 14 days prior to the event. The Client shall provide, on request by the Hotel, all such information, which is available in relation to the function
- The Limes will not be liable or take responsibility for any incident out of the hotels control for example power failure or suppliers failing to arrive.

Cancellation by the Hotel

The Hotel reserves the right to cancel any booking forthwith and without obligation to the client in the event of the following circumstances:

- If the Hotel or any part of it is closed due to damage or destruction caused by fire or other cause beyond the control of the Hotel which shall prevent it from performing its obligations in connection with the booking. In these circumstances every effort will be made to accommodate the booking in another establishment.

- If the client is in arrears with any payment due under this contract.
- If the Hotel in its sole discretion believes the event or the client might prejudice the reputation of the Hotel.

Clients Use of the Hotel

Unless otherwise stated, the function room will be available between the agreed hours. An additional room hire charge will be made if you exceed these times.

The Client arranging and persons attending the function shall:

- Comply with all licensing, health and safety and other regulations relating to the Hotel;
- Not act in an improper or disorderly manner, leave promptly at the appropriate time and comply with any reasonable request by the Hotel or the Hotel's employees.
- In case of security being called and improper or disorderly behaviour your bond will be forfeited. Please see bookings and payments.

Suppliers/Contractors

- Our Marquees can only be supplied by our supplier 'Crest Marquees' who comply with our health and safety regulations. Prices quoted for all marquees are non-negotiable.
- Chair Covers and sashes can only be supplied by our recommended supplier.
- All catering can only be supplied by The Limes Country Lodge, including evening hog roasts.
- Please advise all external suppliers access to the venue is strictly 4 hours before event. Please arrange appropriate timings with our events team.
- Where the Client employs outside suppliers/contractors it is the responsibility of the Client to ensure that the suppliers/contractors adhere to all statutory requirements and all reasonable requirements of the Hotel. The Hotel reserves the right to refuse access to any suppliers/contractors in its absolute discretion.
- The Client is responsible for ensuring that any band or musician employed by them complies with statutory requirements and the requirements of the management of the hotel, and holds public liability insurance. Please note levels of noise must be controlled at all times. The management, who are the sole arbitrators of what may be deemed to be a public nuisance, may require noise levels to be lowered. Refusal to do so by you or your appointed agent could result in the electrical supply being cut off to the band/disco and music being discontinued for the duration of the function. Such an action will not constitute a breach of contract between the Client and the hotel. No more than 5 band members per group are permitted.
- The Hotel has a recommended list of suppliers upon request.

Access & Vacate.

Access to main venue is **2 hours** prior to event time, with no exceptions. Please decide time for setting out of centre pieces, favours, and any alternative decoration. The Limes Country Lodge can supply a member of staff to do this for you. The cost for this service would be £15.00 an hour. Any additional décor our team need to assist with, which has not been pre-arranged, will be charged from you bond.

Cakes and all fully arranged floral displays may only be delivered on the day of the event from 4 hours prior to event time. The Client must vacate including all items provided for your event the main room and all bedrooms by 10.00am the next day.

Damage & Liability

Whilst you and your guests are at The Limes Country Lodge we ask that you make every effort to safeguard the fixtures and fittings. Offensive or illegal behaviour may result in individuals or the entire party being asked to leave the premises, in which case no refund will be made. The Limes Country Lodge cannot accept any liability for loss or damage to your guests' property.

The Client and persons attending the function shall:

- Comply with all licensing, health and safety and other regulations relating to The Limes Country Lodge;
- Not act in an improper or disorderly manner, leave promptly at the appropriate time and comply with any reasonable request by The Limes or The Limes employees.
- The Hotel staff shall not be liable for any loss or damage to the property of the Client, contractors or guests, including motor vehicles and their contents. Any such circumstances must be reported by the client, contractors or guests to the duty manager at the time of discovery and to police within 24 hours.
- The Client shall pay for any loss or damage to any part of the Hotel premises or any fixtures, fittings and equipment which is caused by the Client their contractors or guests.
- If the Client, guests attending and contractors leave any items of property at the Hotel they will be held by the Hotel for one week and then donated to charity. The Hotel is not liable for any damage caused to items of property left at the Hotel.

Licensing Policy

Friday and Saturday

Please be aware that last orders at the bar will be 11.40 p.m. and the bar will close at 12.00 midnight prompt. The Limes must be vacated by 12.30 a.m. in accordance with our Licensing Policy. **This must be strictly adhered to.**

Sunday

Please be aware that last orders at the bar will be 11.15 p.m. and the bar will close at 11.30pm prompt. The Limes must be vacated by 12.00 a.m. in accordance with our Licensing Policy. **This must be strictly adhered to.**

Please note we do not hold a resident licence. We cannot serve residents after 12.00 midnight.

During quiet periods the bar may close earlier.

Accommodation

Check-in Times

Bedrooms are available from 3:00 p.m. onwards on the day of arrival and must be vacated by 10.00 a.m. on the day of departure. Should you not vacate your room on time an extra day fee may be applied.

Food and Drink

The Client will ensure that neither they, nor any of their guests, bring food or beverage into the Hotel. Only food and drink purchased from or provided by The Limes Country Lodge may be consumed on the premises. Any Alcohol not purchased from the Hotel will be confiscated.

Restaurant

Credit card must be pre-authorized if you require food and drink to be placed on your room bar. Please be advised in the event of The Limes being booked for exclusively use room service may be available.

Smoking

We operate a strict **NO SMOKING** policy in all of our rooms and communal indoor areas. A £100 charge will be levied to any guest found smoking or who has clearly been smoking in the room to cover cleaning costs.

Drugs & Alcohol

The Limes Country Lodge operates a zero tolerance towards alcohol and substance abuse. Anyone found using or under the influence of illegal drugs or substances classified under the misuse of Drugs act (1971) will be reported to the police and asked to leave the premises. All drugs and substances will be confiscated. Any evidence or suspicion or drug use on our premises will also be reported immediately to the police.

It is against the law (Licencing Act 2003) for anyone under 18 to consume alcohol on licensed premises, anyone found purchasing alcohol for a guest under 18 years of age will have the alcohol confiscated from them and will be asked to leave immediately. The incident will be reported to the police and the individuals involved can be fined up to £5,000.00 each by the local authorities.

The Client will ensure that neither they, nor any of their guests, bring food or beverage into the Hotel. Only food and drink purchased from or provided by The Limes Country Lodge may be consumed on the premises. Any Alcohol not purchased from the Hotel will be confiscated.

Making Payment

Payment will be requested from your designated credit card on the day of arrival.

Damages

Any items damaged or removed from the rooms will be chargeable. We would be very grateful if you could bring to our attention any items which you find to be broken or not functioning correctly.

Noise

In the interests of courtesy we ask that our guests keep noise levels to a minimum particularly after 11pm.

Valuables

Please do not leave valuables in your vehicle, The Limes cannot be held responsible for any loss or damage.

Cancellations

A room booking may be cancelled without charge, provided we receive notice within 48 hours before arrival. For notice less than this, we will endeavour to re-let the room and if we do a charge will not be made. However, in the event the room is not filled, you will be charged the full cost of the booking. If bookings have been made through other on-line booking agents, their terms and conditions will apply.

MICELLANEOUS

- The Hotel will not be liable for Clients or any person claiming through the Clients, for any loss or damage caused by, or arising from, its failure to carry out any obligations under this agreement, due to anything beyond the control of the Hotel.
- We cannot be responsible for poor weather. Weather conditions are beyond our control including, rain, windy and very hot conditions. We will do all that we can to assist you with changes and last-minute requirements to deal with weather conditions.
- **Children attending your event must be always supervised.**

The Limes understands that every customer has different needs, and we aim to make our hotel facilities available and accessible to all of our guests equally. In instances where this is not possible, we will endeavour to offer a suitable alternative.

Please confirm your acceptance of the above terms and conditions

Client Signed _____

Hotel Signed _____

Name _____

Name _____

Date _____

Date _____