

THE NORFOLK ROYALE
TERMS AND CONDITIONS

Definitions. 'The Hotel' or "we" is the Norfolk Royale Hotel, Bournemouth, Dorset, BH2 6EN. 'The Client' or "you" is the person, company or organisation responsible for the arrangement and payment for the event and will be stated on the Contract document. 'The Contract' means the legal agreement between the Hotel and the Client for a specific booking or series of bookings. These Terms and Conditions will form part of the Contract together with any other terms stated in The Contract. The Contract is non-assignable and will be governed by English Law.

Children

Children under the age of sixteen may share a room with 2 full paying adult's for £20.00 per child per night inclusive of full English breakfast and use of the leisure facilities. Children under the age of sixteen are not permitted to use the leisure facilities without adult supervision.

Discos

The Norfolk Royale holds private functions along with discos finishing between midnight and 1.00am. All residents not attending these functions are generally allocated rooms as far away as possible to minimise any disturbance.

Smoking Policy

The Norfolk Royale is a non-smoking establishment. This includes all bedrooms. Anyone found to be smoking inside the hotel premise (including bedrooms) will be fined.

Reservations

- Prices are subject to change until confirmed in writing, after which they may only be changed to accommodate changed tax rates. Prices include VAT unless otherwise stated.
- A deposit equal to the first nights accommodation charges is required to confirm all reservations made for a mid-week or weekend break. In the event of cancellation, all deposits are non-refundable.
- A deposit of £100.00 per person is required for Christmas or New Year Reservations with full and final payment by 1st December. In the event of cancellation all payments are non-refundable.
- All private and corporate bed & breakfast bookings must be confirmed either in writing or by a valid credit card number. Rooms must be cancelled 24 hours prior to arrival. A cancellation fee may be charged if we are unable to re-sell your accommodation.
- The balance of your accommodation is payable in full upon arrival, unless we have received prior written confirmation that your account is to be forwarded to your company for payment.
- The client must provide numbers at the time of booking. Final numbers, timings, menus and any special requests must be confirmed to the hotel at least 14 days prior to arrival.

Charges and Payment

- Cheques are not accepted as payment for bedroom accounts.
- The hotel requires 14 days' written notice to arrange any credit facilities and reserves the right to refuse credit.
- Accounts are payable upon receipt of invoice and must be paid within 28 days after the invoice date. All accounts are payable in pounds sterling.
- Invoices not paid within 28 days will become overdue and may result in further credit being refused.
- Guests individual accounts, which are not chargeable to the main account, are payable on departure from the hotel.
- In the event that extra charges, not normally payable by the client, are not settled by the guest on departure from the hotel, the client will become liable for such charges, including applicable cancellations or no shows.
- The deposit payable for a wedding is 10% of the whole invoice.
- Final numbers must be confirmed 72 hours before the wedding, this will be the number of guests charged for unless the number of guests attending increases.
- All weddings are required to pay 95% of the expected revenue 1 month prior to the event. The final balance is payable 14 days after the receipt of the invoice.

Cancellations.

- In the event of all or part of an event/booking being cancelled by the Client the hotel will make every effort to re-sell the facilities.
- The hotel reserves the right to cancel a booking if any part of the hotel is closed or otherwise unavailable because of events beyond the control of the hotel, in which case all deposits received will be refunded.
- Cancellations, postponements or partial cancellations, must be notified by the Client to the hotel both verbally and in writing at which stage you will be advised of any cancellation fees.
- The final cancellation charge will be advised after the intended date of the event. The charge will be reduced by the amount of alternative business that the Hotel has been able to secure to replace the cancelled reservation
- In the event that you should have to cancel your wedding reception/ function prior to three months before the date, any deposits will only be refunded if we are able to re-sell the reception room. A £50.00 administration fee will be deducted from the deposit. After this time the following charges will apply:

90-15 days prior to the event - 30% of the total estimated value
Under 15 days prior to the event - 75% of the estimated value

30 days are required to cancel a confirmed conference, otherwise the following charges will apply:

- Room Hire Only - Full Room Hire Charge
- Day Delegate rate - £15.00 per delegate
- Half Day Delegate rate - £10.00 per delegate
- 24 Hour Delegate rate - £60.00 per delegate

General

- The bedroom accommodation is available from 3.00 pm on the day of arrival and must be vacated by 11.00am on the day of departure unless specific prior arrangements have been agreed.
- The Client is responsible for ensuring that any band, musician or other contractors employed by them complies with the statutory and management requirements including sound levels.
- The Hotel must comply with licensing and statutory regulations and requires the Client to fulfil its obligations in this respect. All bars for non-residents must be closed by 1.00am (00.00am on Sunday's). All bars for residential guests are subject to close at the times specified at the discretion of the management. All function bars will close when the music ceases.
- In accordance with section 2 (3) of the Hotel Proprietor's Act 1958, the Hotel accepts no responsibility to the Client in respect of any claims made against the Client by another member of the group in respect of loss or damage to their property.
- The Hotel will not be liable for any failure to provide or delay in providing facilities, services, food or beverage as a result of events or matters out of its control.
- No Alcohol or food is to be brought into the Hotel by the Client unless it is a gift to guests/clients and, in turn must not be consumed on the premises. The Hotel bar and wine list are to be used at all times.
- The Client must reimburse the costs of cleaning or repairing any damage caused to the hotels property, contents or grounds by any of its guests or equipment brought into the hotel.
- Should any guests be unable to correct any aspect of poor behaviour or activities unacceptable to the hotel, the hotel reserves the right to terminate their stay. Should this occur, no monies will be refunded to the guest. The Manager's decision is final.
- It is incumbent upon all organisers of events to ensure that all participating persons are aware of the above conditions.