

Chateau Impney Hotel and Impney Regent Centre

Droitwich Spa, Worcestershire WR9 0BN

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CONDITIONS OF TRADING

All bookings are accepted by the hotel on the basis that the "client/agent" have accepted all the conditions of trading as below:-

MINIMUM GUARANTEED NUMBERS FOR ALL CONFERENCES/EXHIBITIONS BANQUETS & PRIVATE FACILITY CATERING & BEDROOM ACCOMMODATION

- i) The numbers confirmed in writing at the time of booking for banquet functions will be allowed to fall by up to 5% without financial penalty. If numbers fall by more than 5% then we reserve the right to charge for the shortfall, ie. you will be charged for 95% of the original confirmed numbers
- ii) We reserve the right not to cater for more than a 5% increase on the original agreed confirmed numbers.
- iii) Final numbers for banqueting and private catering are to be confirmed to us a minimum of 14 days in advance of the function. These are the numbers for which we expect to cater and charge.
- iv) The numbers confirmed in writing at the time of booking for accommodation will be allowed to fall by up to 5% without financial penalty from the date the original booking was made up to 14 days prior to the commencement of the booking. If numbers fall by more than 5% then we reserve the right to charge for the shortfall at the contracted rate. The hotel will endeavour to re-let any such shortfall and a reduction in charges equivalent to the re-letting value will be made in the event of successful re-letting.
- v) Rooming lists are to be received by the hotel no later than 14 days to the date of arrival.
- vi) 3-phase electricity supply is charged at £100 per point connection and £50 per hour per point usage whilst connected.

Please note that if the originally agreed confirmed numbers alter by more than 5% then the hotel reserves the right to re-allocate the event to another room or rooms which in the hotel's reasonable opinion are more appropriate for the numbers to be catered for but without prejudice to the hotel's right to charge for the contracted minimum guaranteed numbers.

CANCELLATIONS

Bookings of accommodation and services for Functions and Conferences are accepted on the basis that they may be cancelled by the customer at any time up to 90 days (hereafter called "the prescribed period") prior to the date of the commencement of such booking.

If no notice of cancellation is received in writing within the prescribed period, a charge will be made equivalent to 70% of the hotel's estimated sales revenue, reduced by 70% of any recovery made by us by re-letting of the accommodation reserved.

INCLEMENT WEATHER

We would recommend that you always consider insuring against cancellation due to inclement weather. If you are forced to cancel due to inclement weather (or indeed due to any reason beyond your control) cancellation charges as outlined above will be charged.

CORKAGE

We reserve the right to charge corkage on all drinks brought into the hotel. We would prefer not to be asked for a corkage facility, but we recognise that there may be a legitimate reason for such a request. We would therefore appreciate it if you would contact the hotel in advance. Minimum corkage per 75cl bottle of table wine £7.50 plus V.A.T., Sparkling Wine £10 per 75cl, Champagne £15 plus VAT per bottle, and spirits or fortified wines and magnums of Champagne £30 plus VAT per bottle. (This includes any 'bottles' given as prizes which are consumed on the hotel's premises) Litre bottles will be charged at an extra 25% of above quoted prices and 75cl spirits, ie malt whisky and deluxe brandy etc at £45 per bottle plus VAT. For Mineral Water the corkage charge is £1.95 per 1.5 litre bottle.

DAMAGE

Any damage caused by customers to the fabric of the buildings or grounds, roadways and car park, or fixtures and fittings, plant and equipment, will be fully charged, in respect of both labour and materials in making the necessary repairs (inclusive of sub-contractors working on our behalf) and may be liable to consequential loss if applicable.

FIRE PRECAUTIONS

For conferences involved in building conference 'sets' at the hotel, please ensure that in all respects your construction meets with legal requirements relating to fire and safety. Thank you.

PAYMENT OF CONFERENCE OR FUNCTION ACCOUNTS

30 days prior to the commencement of the Function or Conference we require a pre-payment equivalent to 50% of the hotel's estimated sales revenue. We will forward in due course a "request for payment" and issue a VAT invoice on receipt of this payment. This will then be treated as a deposit against the final invoice which is required for settlement within 21 days of receipt. If accounts are not settled by the due date, we reserve the right to charge interest on all overdue accounts at a rate of 3% over the current bank base rate.

The quotation you have received is made on the basis that payment will be made by cheque or cash. Payment by credit card may incur a surcharge. If you wish to use this method of payment, please contact the hotel Accounts Controller.

SETTLEMENT OF INDIVIDUAL HOTEL ACCOUNTS

Individual Hotel accounts may be settled by any major credit cards or cash. We regret that we are unable to accept company cheques, or personal cheques which are not supported by or exceed the limit of the cheque guarantee card. Credit facilities will only be available by prior arrangement with our Accounts Controller.

AGENCY BOOKINGS

We are very happy to pay agency commission (please ask for details:) however, we reserve the right to send our account to the end user ONLY and not to any intermediaries.

The Chateau Impney Hotel and the Impney Regent Centre are trading names for
The Impney Group Limited registered in England. Company registration number 2854637