

Please be advised that all business with Best Western Ivy Hill & Furze Hill is carried out on the basis of our Terms & Conditions, which are listed below;

ACCOMMODATION

BEDROOMS

Bedroom check out time is 11.00am. To allow staff time to service the rooms **the earliest check in time is 3.00pm**.

We cannot guarantee access prior to this time. Executive or Standard Rooms may be reserved by room type **only**; we are unable to guarantee specific bedroom numbers. In view of this we are able to offer on these room types only, a limited number of rooms for **early check in** from **midday**. This is at an additional cost per room, which is subject to both availability and confirmation in writing prior to arrival. Please see Hotel Tariff for further details.

BEDROOM RESERVATIONS

Reservations for a Friday, Saturday, Sunday or Bank Holiday must be secured at the time of booking by a non-refundable deposit, or pre payment at time of booking. All reservations and changes to allocation of rooms must be confirmed in writing. Please see Hotel Tariff for further details.

BEDROOM CANCELLATIONS

Room cancellations must be notified to us by 3pm on the day prior to arrival or sooner. If we are unable to re-let the accommodation, or in the event of a non-arrival, you will be invoiced in full at the confirmed room rate, net of VAT. All advance purchase rates and deposits are non refundable and non transferable.

FOOD

ADDITIONAL COURSE OPTIONS

Any additional courses added to a meal. e.g. canapés, cheeseboard, Soup etc, must be served to the whole party.

BUFFET MENUS

The minimum number for Fork Buffets is 30 Guests, the minimum number for Decorated Buffets is 50 Guests.

CHILDREN'S MENUS

We offer a 40% discount off the full adult meal price of the chosen Menu for children aged between 2 & 10, alternatively they may choose from the Children's Menu within our Wedding & Function Menus leaflet.

INFORMAL AFTERNOON FUNCTIONS

Christenings, Funeral Wakes and other private afternoon functions can be catered for, however, a minimum spend excluding Finger Desserts & Coffee will apply.

MENUS

Please select one menu for your party. All of our Wedding & Function Menus are served with one potato dish and two seasonal Vegetables. If customer menus are printed incorrectly the Management reserves the right to withdraw them. Some of our menu items contain nuts, seeds and other allergens. There is a small risk that tiny traces of these may be in any other dish or food served. We understand the dangers to those with severe allergies; please bring it to our attention if appropriate to you or a member of your party.

WEDDING EVENING FUNCTIONS & BUFFETS

Should a wedding be, or continue into the evening, an additional evening buffet is compulsory and must be served to a minimum of 80% of all attending guests. However, when the evening guests are more than double the daytime guests, the evening buffet must be served to a minimum of 90% of all attending guests. (ie. daytime guests 60, evening guests 121: total guests = 181 of which 90% will be charged). This policy is in place to ensure that sufficient food is served during the evening function. The Management will be pleased to discuss Buffet menus; for prices please refer to the Buffet Menu page of our current brochure.

LIQUOR

CORKAGE & OTHER ITEMS

It is Company Policy that we do not permit guests to bring their own Food, Wine, Beer, Spirits or Soft Drinks for consumption at their function with the exception of celebration cakes.

DRINKS PACKAGE

Please note, when a 'glass' is referred to within our Drinks Package menus, this equates to a 125ml glass.

LIQUOR LICENSING TIMES & INFORMATION

It is possible to extend our normal liquor licensing hours to suit your requirements. However in view of the impact an extension has on our business, specific Terms & Conditions will apply:

Furze Hill Suite Times: ~ Bar closing time is 11.30pm on any day of the week, with the music finishing 30 minutes later and guests required to vacate the room a further 15 minutes later.

Best Western Ivy Hill Times: ~ Bar closing time is 11.00pm Sunday – Thursday and 11.30pm Friday & Saturday, with the music finishing 30 minutes later and guests required to vacate the room a further 15 minutes later.

These bar times may be extended in 30 minute increments up to 1.00am, when there is a bar extension the music will finish 30 minutes later and guests required to vacate the room a further 15 minutes later.

Costs: ~ For each extra 30 minute bar extension **£100.00** is payable to cover staff and additional costs.

Conditions: ~ Should they deem it necessary, the Management reserve the right to close the bar at any point during the extended period. No refunds will be made for unused time in this eventuality. All extensions must be agreed and paid for in advance. It is **not** possible to add to these on an ad-hoc basis on the day of the event.

Bedrooms: ~ Due to the additional noise when a bar extension is in place at Best Western Ivy Hill, all the adjacent bedrooms potentially affected must be reserved by the client requesting the extension and their guests. Rooms not reserved will be charged in full as they unable to be sold to other guests. These rooms are as follows:

Ivy Suite Functions – Rooms 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32 & 33

Margaretting Suite Functions – Rooms 25, 26, 28, 30, 32 & 33

LEGAL MATTERS

AGENTS

Should a client enter into a contract with the Best Western Ivy Hill or Furze Hill through an agent, the agent acts for the client and it is the client's responsibility for the payment of the Best Western Ivy Hill or Furze Hill account.

CANCELLATIONS

Cancellation 12 calendar months prior to the function	Full refund of deposit unless specified otherwise
Cancellation 9-12 calendar months prior to the function	£10 per person
Cancellation 6-9 calendar months prior to the function	£20 per person
Cancellation 3-6 calendar months prior to the function	£30 per person
Cancellation less than 3 calendar months prior to the function	Total Function Charge

Charges will be based on provisional numbers booked. Should the date be resold at full, published tariffs a full refund will be given.

We impose cancellation charges in all circumstances and you may therefore wish to consider purchasing an appropriate insurance policy, which covers your function.

Cancellation charges are due for payment 10 days following the date of cancellation, cancellation charges are net of VAT.

Cancellations are only accepted once confirmed in writing by the signatory(s) on the booking details.

CONFIRMATIONS

All bookings will be considered definite when confirmed in writing together with a deposit of £10 per person based on provisional/minimum numbers (whichever is greater), along with the Terms & Conditions duly signed. We accept reservations up to 20 months in advance. For bookings beyond this time frame we require a non-refundable deposit.

CONTRACT

When a booking is confirmed in writing, or with a credit card number, a contract is deemed to exist. This contract is governed by English law. Where a prospective Bride and Groom or clients have both signed a contract they are jointly and severally responsible for payment of invoices and any cancellation charges. The Management reserves the right to cancel any function due to unforeseen circumstances beyond our control, or for any matter deemed necessary by the Management and accept no resultant responsibility, financial or otherwise. However, in an unlikely event every effort will be made to accommodate the function in another part of the venue or at an alternative venue within the Heritage Leisure Group. No deviation to our published Terms & Conditions can be accepted unless confirmed in writing by the Directors of the Heritage Leisure Group.

Please complete and sign this document and return to The Best Western Ivy Hill & Furze Hill. A countersigned copy will be returned to you.

DAMAGE

The client is totally responsible for the conduct of all persons attending the function and any wilful loss or damage arising. In the event that damage does arise, a charge will be made to the function organiser to cover repair and/or replacement costs. The client will be advised of any such charge or estimate upon departure or within 48 hours of departure, with settlement of the same being required immediately.

NUMBERS

We request a firm indication of numbers **fifteen** days prior to a function and final numbers **five** days prior. This final figure will be the amount charged should numbers reduce. The maximum capacity is set at **70** guests seated in the Ivy Suite, **120** guests seated in the Ivy Suite & the Restaurant combined, **160** guests seated in the Margaretting Suite and is **140** guests seated in the Furze Hill Suite.

The minimum numbers for all our rooms are as laid out in the Function Room Hire Charges leaflet; and refer to Adult Guests, should your numbers fall below those listed in that leaflet the full charge to make up to the required minimum will be made for both the food and drinks element of your function. The total number of guests within the Ivy Suite cannot exceed **70** at any one time, the Ivy Suite & Restaurant combined cannot exceed **140**; the number within the Margaretting Suite is limited to **200** (**250** if the Highwood Room has also been hired) and the total number within the Furze Hill Suite cannot exceed **250**. These figures apply when additional Evening Guests are attending, or for more informal functions.

PAYMENT – WEDDINGS & FUNCTIONS

Where an account is not in place, a Pro Forma invoice will be sent out, after a firm indication of numbers, fifteen days prior to the function. This is due for payment ten working days before the function takes place and is based on the final numbers provided at that time. This payment must be made by **cash, cheque or bank transfer**. If payment is to be made by bank transfer we must be in receipt of the **cleared transfer 10 days prior**. A **credit card** payment will be considered, but will be subject to a surcharge of 3%, apart from American Express where the surcharge is 5%, prior to authority being given by Head Office.

Failure to meet these payment terms may result in your function being cancelled and the full cancellation policy being applied. Please note that the balances of all bills are to be settled at the time of departure. Any late payments on authorised credit accounts will incur interest at 3%, which will accrue on a daily basis. Please note that we do not acknowledge post-dated cheques.

PRICING

PRICES

Prices listed within our Brochures are valid only until the 31st December of that year but are subject to alteration without prior notice; we reserve the right to increase prices in the event of circumstances beyond our control. There is no charge for background music, cake stand and knife. The stand and knife are subject to availability. No floral decorations, table arrangements, chair covers, candles or coloured napkins / cloths are included in any of the prices quoted.

Fresh flowers and /or other table arrangements must not be delivered until the day of the function and any remaining items must be removed from the premises at the time of departure, as the venue cannot accept any liability for loss or damage. We do not provide changing facilities, however a bedroom can be reserved at the normal bedroom rate if this facility is required.

Prices quoted within this document are relevant to 2009 only and are subject to review in subsequent years.

PREMIUM DATES

During December, and on other key dates during the year, we reserve the right to amend availability, price and number requirements.

PROMOTIONAL PRICES

Where special promotions are offered, these are applicable to new bookings only and may not be used in conjunction with any other offer or discount.

SERVICE CHARGE

A 10% Service Charge will be added to the total bill for Food and Drink unless specifically stated otherwise.

VAT

All prices are inclusive of VAT at the current rate unless specifically stated otherwise. Cancellation charges are net of VAT.

ROOM HIRE

EXCLUSIVE USE

It is possible to pre-book the Best Western Ivy Hill with all its facilities and bedrooms. For further information and confirmation of charges please speak to our Management team.

IVY SUITE

The Ivy Suite refers to Ivy 1 & Ivy 2 but *excludes* the Restaurant. If additionally hired a supplemental room hire charge for the Restaurant will be made, please see our Wedding Room Hire leaflet for details.

ROOM HIRE

The Room Hire charges payable are detailed in our current brochure. Afternoon functions that vacate the premises before 5pm or Evening events that arrive after 7pm do not pay Room Hire, subject to the minimum adult numbers as detailed in our published tariffs.

JUST HIRE

It is possible to book the **Furze Hill Suite** with all its facilities on a 'Just Hire' basis only, for which there is a separate set of additional Terms & Conditions. Please speak to the Management for further details.

TIMING

FINISHING TIMES & RESIDENTS BAR

The bar closing time at Best Western Ivy Hill is 11pm Sunday to Thursday and 11.30pm Friday and Saturday, with music finishing 30 minutes later and non residents required to vacate the premises a further 15 minutes later. The Ivy Hill Residents' Lounge will be open to residents only for drinks once all non-residents have vacated the building and grounds of Best Western Ivy Hill. This Bar will remain open until 1.30am; we do however request that all public areas are vacated by 2.00am.

FUNCTION TIMES

It is our policy to give you and your party our undivided attention and exclusive use of our garden and shared public areas during your event. Consequently within the two suites of the Best Western Ivy Hill we operate a first come, first served basis for booking; where more than one function is taking place there has to be a **two hour** time gap between arrival times.

OTHER ITEMS

CELEBRATION / WEDDING CAKES

Should the cake be delivered the day prior to the function it remains the responsibility of the client. The venue cannot be responsible for setting up the cake; this should be done by the supplier or the function organiser. Any remaining cake should be removed from the venue by the organiser at the time of departure. Under no circumstances can the venue be responsible for the cake and will not accept liability for any loss or damage which occurs whilst on the premises.

CHAIR LIFT

The Furze Hill Suite, being a first floor venue, has been equipped with an electric chair lift for the benefit of our less abled guests. For a private function, should you be able to guarantee in writing that none of your guests will require this facility then it is possible to remove the chair only, not the rail. Should you request this we will require 14 days notice and a labour charge of £50.00 will be made.

CUSTOMERS' WELL BEING

Where possible we have fulfilled the requirements of the Disability Discrimination Act, however it is the responsibility of the function organiser to provide the Management, prior to the function, with details of any disabled guests that will be attending the function. This will assist us in ensuring that all Health & Safety requirements are met and appropriate facilities are provided. The function organiser is expected to co-operate with the Management during any time of emergency or evacuation.

Should your party consist of young children, we recommend that you remind all parents/carers that the safety of their children is their responsibility especially in the vicinity of roads, car parks, ponds and pools.

ENTERTAINMENT & DISCOS

For the comfort of your guests and adjoining residents, due to noise levels and the limitations of space, please refrain from booking bands of more than 6 members. Noise levels, which are monitored, must not exceed 95 decibels. If entertainers continue to fail to stay within this limit we reserve the right to disconnect the power supply. Certain Suites are equipped with automatic noise limiters, which will operate when the sound limit is exceeded to cut the power supply to the entertainers.

It is the responsibility of the client to ensure any entertainers using electrical equipment have the appropriate safety certification. If in the opinion of the Management the equipment is unsafe we reserve the right to disconnect the power supply. It is also the responsibility of the client to ensure that all entertainers have public liability insurance. Please advise your bands or discos that they must remove all of their equipment and leave the venue no later than 30 minutes after the end of the function.

EQUIPMENT & PROPERTY

Client's own equipment and property is brought into the Best Western Ivy Hill or Furze Hill at their own risk. The Best Western Ivy Hill or Furze Hill accepts no liability for loss or damage. Wedding presents must be removed from the premises, as the Company cannot accept these items for safekeeping. No members of staff or Management are authorised to accept these items for safekeeping.

FIREWORKS

Should you require fireworks at your function, there will be a charge of £110.00 made for the use of the grounds. Due to Health & Safety and noise regulations, if you wish to have fireworks our nominated supplier, Fully Fused Fireworks (tel. 0870 264 3010), must be used. This company is aware of the required procedure with regard to notifying the Police and Fire Services and also local residents within half a mile radius of the venue. Full details of the Conditions can be obtained from the Management.

RECOMMENDED SUPPLIERS

Whilst the Best Western Ivy Hill & Furze Hill are happy to recommend certain suppliers we accept no liability for services provided by them, which remains a contractual matter between the supplier and the purchaser.

SECURITY

On some occasions (ie. 18th / 21st Birthdays, Prom Nights & Gentlemen’s Evenings) the Management may hire the services of a professional security company to provide licensed staff during your function. This will be done following consultation with you and any costs in relation to security staff will be totally your responsibility and form part of your final bill. Dependant on the style of the function it may also be necessary to introduce an age identity procedure by using wristbands. More information will be given by our Management team, where applicable.

TABLE PLANS & PLACE CARDS

It is the responsibility of the function organiser to prepare the table plan for display and to prepare, and place on the tables, the place cards. However, we will be happy to assist if the place cards are supplied to us clearly marked in order and bound by table number. Apart from folded place cards, any other table or decorative items must be placed by the organiser or the specialist providing them. Where tables are named they should also be given a number. Any guests attending your function with special needs should be seated in a position which will aid circulation and movement around the room and also give them access to facilities and exits. The function organiser should advise the Management of any guests with special needs.

BOOKING DETAILS

**Please complete and sign this document and return to The Best Western Ivy Hill & Furze Hill.
A countersigned copy will be returned to you.**

Name	Function Date
Address	Time of Arrival
.....	(We allow a maximum of 1 1/2 hours for reception drinks)
.....	No. of Guests
Postcode	Venue
Tel: (Daytime)	Tel: (Evening)
E-mail:.....	Fax :

DECLARATION: I/We agree to the Terms and Conditions specified above.

Client / Prospective Groom	Prospective Bride
Signed	Signed
Print Name	Print Name
Date	Date
Company / Organisation	Position
<i>(if applicable)</i>	<i>(if applicable)</i>

TO BE COMPLETED BY VENUE MANAGEMENT.

Counter Signature:	Date:
Name:	Position:

BEST WESTERN IVY HILL & FURZE HILL
MARGARETTING, CHELMSFORD, ESSEX CM4 OEH
Reservations & General Enquiries: (01277) 353040 Function & Conference Office: (01277) 355111 Fax: (01277) 355038
sales@ivyhillhotel.co.uk and/or sales@furzehillbanqueting.co.uk
www.heritageleisure.co.uk