

**Please be advised that all business with Best Western Ivy Hill & Furze Hill is carried out on the basis of our Terms & Conditions**

#### **AGENTS**

Should a client enter 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.

#### **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 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.

#### **CONFERENCE CANCELLATIONS**

Cancellation 22 days or more prior to the function:	No Charge
Cancellation 15 - 21 days or less prior to the function:	25% of potential total bill
Cancellation 8 - 14 days or less prior to the function:	50% of potential total bill
Cancellation 7 days or less prior to the function:	75% of potential total bill

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

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

**Cancellations are only accepted once confirmed in writing by the signatory on the booking details.**

#### **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.

#### **COMPUTER MEDIA & PRINTING**

We do not allow any type of media to be introduced to our computer systems and cannot, therefore, print from disk or any other storage device.

#### **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. The Management reserve the right to cancel any event 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 event 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.**

#### **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.

#### **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.

#### **DELEGATE RATES**

Conference Delegate Rates are available for whole parties only, with a minimum of 6 Delegates in a room appropriate for numbers booked. If a larger room is requested then both the Delegate Rate and the published Room Hire charge will apply. The Management reserves the right to allocate rooms according to circumstance and the number of Delegates.

#### **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.

#### **EQUIPMENT HIRE**

A list of equipment available for hire and the appropriate charges can be found within our Conference Information leaflet. These are all subject to availability; should we need to hire items, an additional charge will be made.

**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.

**MENUS**

Please select one menu for your party. 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.

**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.

**PAYMENT**

Unless an authorised credit account is in place the balances of all bills must be settled at the time of departure. A Pro Forma invoice can be sent out, if requested, after a firm indication of numbers has been given. This is due for payment prior to the conference, or meeting, taking place. This payment must be made by **cash, cheque, credit / debit card or bank transfer**. If payment is to be made by bank transfer we must be in receipt of the **cleared transfer 10 days prior**. 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.

**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.

**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.

**ROOM HIRE**

The Room Hire charges payable are detailed in our Conference Information leaflet. Please note that where conferences do not take substantial catering from one of our offered menus then we reserve the right to increase any room hire charge by 50%.

**SERVICE CHARGE**

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

**TELEPHONE**

Telephone usage is charged at 4 times the standard BT rate.

**VAT**

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

**WIFI & INTERNET ACCESS**

The Best Western Ivy Hill & Furze Hill provides complimentary WiFi as a free benefit to guests. The company accepts no liability if for any reason this service should cease to be available.

**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 .....	Event Date .....
Position .....	Time of Arrival .....
Company .....	No. of Guests .....
Address .....	Venue .....
.....	Tel: .....
.....	Fax : .....
Postcode .....	E-mail:.....

**DECLARATION: I agree to the Terms & Conditions specified above.**

**TO BE COMPLETED BY THE CLIENT.**

**TO BE COMPLETED BY VENUE MANAGEMENT.**

Signed .....	Signed .....
Print Name .....	Print Name .....
Date .....	Date .....
Position.....	Position.....