

Falcondale Mansion Hotel

Booking Terms and Conditions

1. Cancellation

In the Unfortunate event of you cancelling your confirmed booking the following charges will apply:

- 12 weeks prior – 50% of anticipated final account.
- Between 4 and 12 weeks – 75% of anticipated final account
- 4 weeks or less – 100% of anticipated final account.
- Please note that **all** deposits and pre payments are non-refundable.

2. VAT and Brochure Prices

All prices quoted in our menu selectors include VAT and may be subject to changes.

3. Final numbers and Payment

Are required 14 days prior to arrival.

4. Final named rooming list

To be received no later than 14 days prior to arrival.

5. Clients responsibility

- Any special requirements must be notified as soon as possible. They are not guaranteed unless specifically confirmed by the hotel in writing.
- Unless otherwise advised, the hotel has no plans for refurbishment but this situation may change.
- If you have any disability related requirements, please advise the hotel directly as soon as possible.

6. Discounted Bedroom rates

Discounted rates apply only to weddings booked on an exclusive basis unless agreed in writing by the hotel.

7. Force Majeure

Except where otherwise expressly stated in these conditions, the hotel will have no liability where the performance or prompt performance of our respective contractual obligations is prevented or affected by or you otherwise suffer any damage or loss of any description as a result of "force majeure". In the conditions "force majeure" means any event which the hotel could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside the hotel's control.

8. Hotel's Liability

The hotel does not accept responsibility for loss of or damage to any items of value (including but not limited to cash, jewellery and electronic items such as laptops, cameras and phones) unless deposited with the reception desk for safekeeping.

The hotel is entitled to rely on the limitations of liability for lost or damaged property contained in the Hotel Proprietors' Act 1956, a copy of which will be displayed in reception.

9. Check in/Out

Check in to the hotel must be after 2.00pm on day of arrival and checkout before 11.00am on day of departure unless otherwise agreed by the hotel.

Early check-ins must be agreed prior to the event, cannot be guaranteed, and may be subject to a further charge.

10.Corkage

No wines, spirits, food or beverage may be brought into the Hotel or grounds by you, your guests or on your behalf for consumption on the Hotel premises unless the prior consent of the hotel has been obtained, for which a charge will be made, (with the exception of the wedding cake).

11.Complaints

In the event that you have any reason to complain, or suffer any kind of injury or illness whilst at the hotel you must immediately inform the hotel. Any verbal notification must be put in writing and given to the hotel as soon as possible. If you remain dissatisfied, you must write to the hotel within 7 days of the end of the arrangements giving your booking reference and full details of your complaint, illness or injury. No liability can be accepted if you fail to notify the complaint or claim entirely in accordance with this clause (this provision does not apply to any personal injury claim arising from the hotel's negligence).

12.Behaviour

- You accept responsibility for any damage or loss caused by any of your guests. Full payment for any such damage or loss must be paid direct to the hotel.
- The hotel is entitled to exclude or remove any guest who causes damage, danger or distress or otherwise behaves in an inappropriate manner.
- Any children attending the function are the responsibility of the accompanying adult and for their safety and that of the staff and guests they should be under supervision at all times, especially during the service of food.

13.Organised displays and fireworks

- Intent to book fireworks must be advised to the hotel 6 months prior to the event.
- Where the hotel has agreed a professional company must be used and valid insurance documents should be made available to the hotel.
- Any agreed display must end before 10pm.

14.Children

Any children attending the function are the responsibility of the accompanying adult. We respectfully request that for their safety and that of the staff and guests that they remain under supervision at all times, especially during the service of food.

15.Exclusive use weddings

Maximum capacity for exclusive use weddings is 130 for the wedding breakfast and 160 in the evening. Exclusive use must be taken for at least 1 night if a wedding is booked for a bank holiday weekend and all weekends in August.

16.Smaller and informal weddings

If having any entertainment a room hire charge will be made and a minimum of 8 bedrooms must be taken. Maximum capacity for the wedding breakfast and evening will be 80 guests.

When exclusive use is not taken, there is not full access to all public areas and the following apply: -

- Your wedding breakfast can be no later than 4pm.
- An evening buffet must be included in your package.

17.Drink packages

A minimum charge of £250 will be levied for either the drink package taken, or corkage charge.

18.Menu packages

The prices for the menu are based on having more than 60 adults for the wedding breakfast (not applicable if exclusive use is taken). If you believe you are not going to reach this number a room hire charge may be made, please enquire.