



TERMS & CONDITIONS

1. Definitions

The Venue refers to The Chase Hotel, The Customer or The Client refers to the person, group, company, association, charity or agent for said organisation to which a binding agreement is made with The Chase Hotel. The Event refers to the individual arrangements agreed between the Venue and The Client or Customer for example - The Wedding, The Meeting, The Dinner and Dance or Group Reservation.

2. Prices

Fixed prices for food and beverages are established, where possible, no less than three months prior to the Event. All prices are stated in Pounds Sterling and include VAT. All price changes due to Government Regulations will be charged to the Client accordingly.

Prices may change, due to circumstances beyond our control. The Venue, where possible, will give the Client written notice of any price changes.

3. Deposits

The Venue requires a £500.00 non refundable deposit to guarantee your reservation at the time of the booking. Final payment of the account is to be paid not less than 14 days prior to the event.

4. Late Payment

The Venue reserves the right to charge the Client interest at 3% above Bank of England base rate on all late payments.

5. Payment

We are able to offer the following methods of payment:-

1. Cash, BAC's or Cheque (made payable to The Chase Hotel)

2. Direct billing using the Credit Account.

Clients may request direct billing by completing a Credit Application Form and returning it to the Venue at least 21 days prior to the Event.

Following Credit Approval, The Chase Hotel will open a Credit account to which all authorised charges will be billed direct to the Client.

Credit Facilities will only be extended to approved account holders. The decision of The Chase Hotel is final.

6. Confirmation of Guests/Numbers

Subject always to minimum guaranteed numbers the Client may give written notice to the Venue not less than 28 days prior to the Event, to reduce numbers not in excess of 10% without incurring cancellation charges.

Where a Client serves notice of a decrease by more than 10% in the number of guests attending the Event, a surcharge of 100% of the total revenue relative to each cancellation will be made.

7. Cancellation by the Client

The Client may cancel the Event by written notice to the Venue without incurring any charge at any time up to 12 Calendar Months prior to the Event.

Cancellation will not be effective until the Venue has received written notice from the Client cancelling the Event.

Where the Client cancels the Event within a period of less than 12 calendar months prior to the Event, the Venue will be entitled to make the following cancellation charges

Within 6-12 Calendar Months

20 % of the Event anticipated revenue

Within 6 Calendar Months

50 % of the Event anticipated revenue

Within 3 Calendar Months

100 % of the Event anticipated revenue

Charges will be calculated on the basis of the previously agreed number of guests due to attend the Event, Room Hire, Food & Beverage, and any other requirements previously booked by the Client.

It is recommended that all clients take out adequate insurance to cover all eventualities.

8. Cancellation by The Chase Hotel

The Venue shall be entitled to cancel the Event by written notice to the Client where reasonably possible, if the Venue is prevented or hindered from carrying out its obligations due to circumstances beyond its own control.

Where the Venue cancels the Event, the Venue shall make every effort to accommodate the booking at an alternative Venue or repay the Client all previous monies received.

In the event that the Venue has been misled or ill informed about the nature of an Event or considers that hosting an Event may threaten the security of the Venue, its staff or guests, or damage its reputation, it reserves the right to cancel the Event and charge the Client in full for all pre-booked services without recourse.

9. Security Measures

To ensure the smooth running of the Venue and to ensure the safety of both guests and staff, it may become necessary to provide increased security measures. In this case the Venue will inform the Client, where possible, in advance of the increased measures to be taken. All extra costs for security measures will be charged to the Client before the Event takes place.

Due to the nature of some bookings, the Venue reserves the right to request a security bond from a Client before allowing an Event to take place. This will be repaid to the Client after the Event, less any costs incurred for damages.

Any further costs relating to possible policing the Event will be the sole responsibility of the Client.

The Client will be liable for any loss of revenue as a result of business interruption due to increased security measures, which have an effect on the day to day running of the Venue.

10. Accommodation Cancellation Charges

In the event of cancelled accommodation or non-arrival of a Client, the Client shall pay to the Venue a Cancellation Fee of 100% of the original charge for each unsold room per night.

The Venue will not charge for cancelled accommodation or non-arrival of Customers where the accommodation is re-let.

The Venue will make every effort to re-let the accommodation, but if, having used their best endeavours, the Venue is unable to do so, cancellation charges will apply.

11. General Notes

11.1 Bedroom accommodation will not be retained for the Client after 18.00 hrs, unless one night's terms have been paid in advance or a confirmation has been received in writing of the expected time of arrival.

11.2 Accommodation will be made available from 14.30 hrs, unless circumstances beyond our reasonable control prevent this from being the case. Accommodation must be vacated no later than 11.00 hrs on the date of departure to allow for the servicing of the bedrooms.

11.3 Guest's luggage may be left with the Venue on the date of arrival and the date of departure. Luggage left with the Venue is at the Client's own risk.

11.4 All Meeting Rooms must be vacated by 17.00 hrs unless agreed by prior arrangement with the Venue.

11.5 Conference Rooms and Exhibition Space or any part thereof shall not be sub-let by the Client to any third party without prior arrangement by the Venue.

11.6 The Venue will not accept any responsibility for property or possessions left at the Venue. All items left at the Venue are at the owner's risk and without any obligation on the part of the Venue. We refer to the Innkeepers Liability Act 1956, a copy of which is available at Reception.

11.7 The Client is liable for the full cost of any damage caused to the Structure, Décor, Furnishings, Fixtures and Equipment of the Venue and shall be required to pay on demand the amount required to make good and remedy any such damage.

11.8 The Client shall not arrange for the delivery of or deliver any goods or materials to the Venue unless by prior arrangement with the Venue.

11.9 The Client shall not store or place any flammable, combustible, objectionable liquids or substances within the perimeters of the Venue.

11.10 The Venue will not allow any food or drink other than purchased on the premises to be consumed at the Venue.

11.11 All reasonable effort should be made by the Client to ensure that all guests vacate the Venue within 30 minutes of the end of an Event. Guests attending an Event with an end time of midnight or thereafter are requested to give due consideration to the Venue's residents and local residents neighbouring the Venue.