

# Terms and Conditions

In order to avoid any misunderstanding in respect of your booking, the following Terms & Conditions apply to all bookings relating to Weddings.

## Booking Confirmation

- Any booking is considered provisional until the Hotel receives a signed copy of these terms from you along with the appropriate deposit, receipt of which will be deemed to be your acceptance of these terms.

## Rates

- All rates quoted are valid until the 31<sup>st</sup> December 2010 unless otherwise stated and are inclusive of VAT at the standard rate
- Rates are subject to change without prior notice.

## Minimum Guaranteed Revenue & Numbers

- Each suite will have minimum guaranteed revenue and numbers, this will form part of the Wedding Contract.
- In the case of a significant reduction in guaranteed minimum revenue or minimum numbers the Hotel reserves the right to charge or change the event space allocated.

## Change the number of guests attending the wedding?

- No problem, as long as you give us adequate notice of any variation to your reservation. Please note however that our cancellation policy will apply if the number of guests or the cost of the event decreases significantly (i.e. **by more than 5%**) or if the hotel does not receive adequate notice of the change. In the event that you have additional guests, we will do our best to offer them the same service we offer to your other guests. Please note however that the price for your reservation will then be increased accordingly.

## Payment

- Upon confirmation – 25% non-refundable deposit is required.
- Three months prior – 25% of the anticipated cost of the wedding is due.
- Four weeks prior – final number and final payment is due.

## Food & Beverage

- Minimum food and beverage spend will be agreed at the time of contracting and will form part of the final Wedding Contract.
- Reduction in the minimum food and beverage spend may result in additional room hire charges being applied equal to the value of the reduced food and beverage spend.
- No food or drink is to be brought into the Hotel without prior agreement and additional charges may be applied where consent is given by the hotel.
- Evening Reception Room hire charge (i.e. use after 18:30) following the Wedding Breakfast will be waived providing an evening buffet for a minimum of 75% of the total number of guests attending is catered for.
- Children of 5 years and under are free of charge, Children of 6 years old to 11 years old are charged at £15.00 per child for a 3 course child meal, alternatively half portions of your chosen menu at half the appropriate price, Children of 12 years old and over are charged at the full adult price.

## Accommodation

- An allocation of five rooms at the Holiday Inn London – Kingston South is included with your wedding booking.
- Any rooms not taken up from the allocation will be released back to the hotel 4 weeks prior to the event.
- Hotel check-in time is after 2:00pm on the day of arrival, Check out time is before 12:00 on day of departure; check out after this time will incur additional charges.
- All individual reservations must be guaranteed by a valid credit card holder or full pre-payment deposit, If additional rooms are required above the offered number, these will be subject to availability of the room and rate.
- All 'no-shows' or non-arrivals will be charged at the full contracted rate

## Can I cancel my reservation?

A cancellation of the event would result in a considerable loss for the hotel. That is why we have set up the following cancellation policy:

- between 24 and 16 weeks before the scheduled date of my event** 20% of the amount
- between 16 and 12 weeks before the scheduled date of my event** 35% of the amount
- between 12 and 8 weeks before the scheduled date of my event** 50% of the amount
- between 8 and 2 weeks before the scheduled date of my event** 75% of the amount
- less than 2 weeks before the scheduled date of my event** 100% of the amount

This cancellation policy will, except for the first 5% of a decrease, pro rata apply if the number of guests or the cost of the event decreases by more than 5%

## Who's liable in case something goes wrong?

- Our rule is: "You break, you pay". Consequently, we shall only be liable to you and to the persons attending your conference or meeting for injury to persons or loss or damage to property where and to such extent that the cause of the injury, loss or damage is due to our gross negligence. Similarly, we shall hold you liable for any loss or damage to our property and for injury to persons including our staff and guests arising out of the negligence or misconduct of you or the attendants of your event.

## Force Majeure

If Holiday Inn London – Kingston South hotel is prevented from carrying out it's obligations to the Customer in relation to the contracted event by circumstance beyond it's reasonable control including (without limitation) government intervention, strikes, labour disputes, accidents, acts of God, national or local disasters or war or any event causing the whole or a substantial part of the Hotel be closed to the public the Hotel will either

- Substitute similar or comparable function space and accommodation or
- Cancel the booking and refund all deposits and payments received and have no further liability to the Customer

Thank you for taking the time to read our terms and conditions. We have tried to keep them as simple and straightforward as possible. A copy of these Terms and Conditions is required to be signed and returned to us. Please note that we hold the right to release your reservation if we have not received the agreement, duly signed where indicated, by such date.

## English Law

English Law will govern this agreement