



Terms and Conditions and Cancellation Policy **Christmas 2016**

1. Provisional bookings

- a. Provisional bookings will be held for a maximum of 14 days. After this time if the deposit has not been paid the booking will automatically be released.

2. Deposit payment

- a. No booking is secure until a £10 per person deposit has been made. No Multiple cheques accepted.

3. Final balance payment

- a. If payment has been received by no later than one (1) week prior to the date that the final balance is due, then one reminder will be made by Barnham Broom Hotel ("BBH"). If we have not received payment by the due date, BBH reserve the right to cancel the booking and retain the deposit payment.

4. Cancellations

- a. Deposit payments are non-refundable.
- b. In the event of a cancellation made after a final balance payment has been made, BBH will offer a refund of all sums paid by the customer less the non-refundable deposit if the cancellation is notified in writing to BBH more than 6 weeks prior to the event date.
- c. In the event of a cancellation made within six weeks of the event date, BBH will offer no refunds unless BBH is able to re-sell the ticket(s) and the event is otherwise sold out (in which case BBH will refund all sums paid by the customer less the non-refundable deposit).
- d. Tickets are non-transferable without prior agreement from BBH.
- e. BBH reserves the absolute right to cancel, postpone or re-arrange the time. Only in the event that BBH cancels a booking (without offering a postponed or re-arranged date) shall a refund be provided.
- f. In the unfortunate event of bad weather (including, but not limited to icy roads and heavy snow) BBH will not be able to provide a refund if you or any of your guests are unable to attend on the date of the Party Night. BBH will ensure that the event will go ahead as planned.

5. Seating Plan

- a. All Christmas Party Nights seating will be on tables of approximately ten guests. To guarantee a private table a minimum party of ten guests is required.

6. Age restrictions and behaviour

- a. All Christmas Party Nights are **strictly over 18's only**. BBH reserves the right to remove any guests from the premises if their behaviour is deemed inappropriate.

7. Dietary requirements

- a. Any allergies or specific dietary requirements (whether medical, cultural or otherwise) will only be catered for if you notify BBH of such requirements along with the names of those guests for whom they are required at least fourteen days prior to the date of the Party Night.

8. Wine Pre-Orders

- a. All pre orders need to be returned and paid for one week before the event date. Pre orders received after this date may not be processed. A wine station is available on the evening.

9. Entertainment

- a. BBH reserves the right to control noise levels of any entertainment put on at Party Nights whether organised by BBH or otherwise.

10. The Premises

- a. Due to the nature of BBH's business and the potential need for intermittent building work, construction or renovation, BBH is unable to guarantee the state and appearance of the premises on a specific date.

11. Dress Code

- a. At Winter Wonderland Christmas Party Nights a smart standard of dress is required. Smart jeans may be worn, however, we kindly request that you do not wear trainers. BBH reserves the right to refuse admission if guests do not comply with the dress code.

12. Liability for Personal Belongings

- a. Personal property (including, but not limited to coats, bags, wallets, video/still cameras etc) is the sole responsibility of the owner. BBH accepts no liability for any loss or theft of any personal belongings or any damage to the same.

13. Liabilities

- a. In the event that property belonging to BBH is lost, destroyed, damaged or stolen during, or in connection with the Party Night, the full replacement cost will be charged to you.
- b. The customer will indemnify, keep indemnified and hold harmless BBH against any cost expenses losses liabilities damages proceedings or claims arising as a result of personal injuries being suffered by persons at the Party Night or due to the customer losing or suffering damage to their property at the Party Night, but only where such matters are caused otherwise than as a result of BBH's own negligence.

14. Force Majeure

- a. BBH cannot accept any liability where performance of its contractual obligations is prevented or affected by any matters beyond its reasonable control, including, but not limited to acts of God, accident, strike or other labour dispute, fire, lightning, flood, explosion, theft, malicious mischief, riot, act of terrorism or war, civil commotion or adverse weather conditions.

15. Complaints

- a. Any complaint must be made promptly and in any event, must be received by BBH in writing within seven days of the date that the Party Night in question took place.

16. Governing Law

- a. This Contract shall be governed and construed in accordance with English law and any dispute arising out of or in connection with it shall be subject to the jurisdiction of the courts of England and Wales.