

# English Lakes Hotels

## Terms and Conditions

### We offer Four Different Plans

1. Everything on one account, no limits or restrictions
2. Main conference on one account, 'extras' billed to individuals, but settled with the main account
3. Main conference on one account, 'extras' billed to individuals, and settled on departure
4. Everything billed to individuals for settlement on departure (including the conference charges). The company is responsible for all individual reservations until a credit card payment has been secured from each delegate. All unallocated rooms will attract a cancellation charge.

We wish to save confusion later, so please advise us exactly how you wish to be billed, quote purchase Order number where applicable and to whom the final account should be sent if credit terms have been arranged.

### Booking Reservations

1. All initial and subsequent telephone reservations must be confirmed in writing by the client by letter.
2. All confirmations must give the client's COMPANY REGISTRATION NUMBER and ADDRESS, if credit terms are required ( see credit terms below)
3. The confirmation must include all requirements, and likewise the Hotel will confirm these requirements with the relevant prices.

### Deposits

1. A 25% deposit will be payable on written confirmation unless credit terms have been agreed with English Lakes Hotels.

### Payment

1. If the client has credit arranged with English Lakes Hotels then the terms of that agreement govern the payment obligation.
2. If there is no credit facility full payment is required fourteen days prior to the event date.

### Credit Terms

1. The granting of credit is at the sole discretion of English Lakes Hotels.
2. All invoices must be paid within 30 days of the invoice date. A 3.0% per month interest charge will be added to amounts unpaid after this date unless special terms have been agreed with the management.
3. Any account queries should be notified within 5 working days of receiving the invoice. If we cannot resolve this immediately we will ask that the balance of your account minus the query value be settled, whilst it is resolved.
4. For any event not exceeding £150.00 in value, settlement on departure is requested. On such occasions a credit card is required on confirmation to secure the booking

### Confirmation by Client

1. All bookings are held on option until the contractual agreement is signed by the Client. If another enquiry for availability is received before confirmation, the original Client will be informed.
2. Anticipated guest numbers must be advised to the Hotel at the time of confirmation and will be identified as the minimum guaranteed number on the contractual agreement.
3. Any changes in numbers must be confirmed in writing, (e-mail or fax) and become part of the contract terms.
4. At not less than 14 days prior to arrival the Client shall provide the Hotel with up to date numbers of guests attending, a rooming list (where applicable), final details on timing, menus and special instructions.
5. 7 days prior to the arrival date we will ask you to update your numbers. If these numbers are greater than those originally confirmed this will be reflected in the charges.
6. Should the final number of guests fall more than 10% of the confirmed numbers an additional fee may be incurred, up to 100% of the charge.
7. If your numbers fall or rise by more than 10% we might need to provide alternative accommodation and space of an appropriate size.
8. The invoice will be calculated on this final number or the minimum guaranteed number, whichever is greater.

### Cancellation Policy

If you need to reduce numbers below that of the original confirmed numbers or cancel part or the entire event then please let us know as soon as possible. We will try to resell the facilities you reserved to reduce the cancellation charge. If a cancellation charge does apply the charges will be calculated as a percentage of the revenue for all facilities, equipment and services reserved as follows:

### Reduction in Numbers

Days prior to date of arrival	Delegate Numbers
More than 6 weeks	20% reduction – No Charge
Between 2 and 6 weeks	Further 10% reduction – No Charge
Less than 14 Days	100% charge on any further reductions

### Cancellation Calculation

Days prior to date of arrival	Cancellation percentage of revenue*
More than 12 weeks	25% of revenue
Between 6 and 12 weeks	50% of revenue
Between 2 and 6 weeks	75% of revenue
Less than 14 Days	100% of revenue

\*Revenue represents all contracted revenue.

For the purposes of calculating the appropriate charges notice of cancellation shall be taken as being given on the date upon which the notice is received in writing.

### Cancellation Rebate

We at English Lakes Hotels fully understand the implications and financial penalty that cancellation charges have. This being the case if you cancel or reduce numbers over 14 days prior to arrival, we will hold 50% of the charges paid towards a future event at any English Lakes Hotel venue. This will be held for a 6 month period from date of event. Any cancellation or reduction in numbers within 14 days, cannot have cancellation rebate applied.

### Cancellation

English Lakes Hotels can cancel the event in the following circumstances:

- The client enters into any type of insolvency proceedings
- The client fails to abide by the terms of the contract

If the venue is prevented or hindered from hosting the event by any circumstances beyond its reasonable control it may, without being liable for any loss or damage suffered by the client or anyone else, re-locate the event to another venue in the same locality or terminate the contract forthwith by giving notice.

The venue may cancel your booking and terminate the contract if it reasonably believes the booking/attendees or nature of the event may cause public disorder or damage its reputation. In the unlikely event the venue does cancel, it will refund all deposits, although it will not have any liability.

### VAT

VAT will be charged at the prevailing rate

### Client Satisfaction

If the client is dissatisfied with any element of the venue services or facilities during the course of the event they are requested to raise the issue with the venue duty manager immediately so that the situation can be rectified.

### Health and Safety, Licenses and other statutory requirements

Details of the terms governing use of the venues, licenses and Health and Safety requirements can be obtained / viewed on our website and these terms are incorporated into this contract. It is the clients responsibility to familiarise themselves with these.

### English Lakes Privacy Policy

English Lakes is committed to preserving the privacy, integrity and security of the personal information that we collect and hold. Our privacy policy explains how we collect, process and use personal information and explains how we comply with our legal obligations under applicable data protection laws.

<http://englishlakes.co.uk/privacy-policy/>

### What other legal terms apply

These terms and conditions apply to all hotels operated by English Lakes Hotels Ltd (ELH) and its associated companies and cannot be varied Unless both parties agree the variation in writing. They must be signed by all clients wishing to use any of ELH operated hotels.