

THE ROYAL NORFOLK HOTEL 2004 Ltd
TERMS AND CONDITIONS FOR FUNCTIONS/WEDDINGS

1. HOW TO BOOK

- Contact the Hotel on 01243 826222
- Ask for the functions coordinator (Fanny Nilsson)
- E-Mail to: accommodation@royalnorfolkhotel.com
- Send a Fax on 01243 826325
- Send the enclosed Reservation Form

You will be asked to guarantee your booking normally with a Credit/Debit Card. Cheques take at least five working days to clear therefore please consider this when paying your deposits.

All verbal bookings will be treated as provisional and held not longer than 14 days pending receipt of written confirmation and the appropriate deposit.

2. PAYMENT

Bookings should be paid in full 21 days prior to the event, payments not received by this time will automatically cancel the booking and any monies paid will be retained by the hotel. All extras, for example, drinks or telephone calls that are not included in your package price must be paid for on departure. Cheque must be supported by a valid Cheque Card. Company cheques are not accepted without prior clearance. We accept all major Credit and Debit Cards. Late bookings (less than 14 days prior to the event) require payment in full (non refundable) at time of booking.

3. CANCELLATIONS AND AMENDMENTS

The Hotel reserves the right to make the following cancellation charges should you wish to cancel a booking:

More than 2 weeks prior to the event: 50% of total estimated hotel charge.

1 week prior to the event: 75% of total estimated hotel charge.

Less than one week prior: Total estimated hotel charge.

In addition the client agrees to reimburse the Hotel for any costs incurred by it, arising from the consequential cancellation of the Hotel's arrangements with third parties.

Monies paid for non arrivals or decreases in numbers of guests attending will not be refunded. They also cannot be transferred to cover food, drinks, entertainment or overnight accommodation for other members of the party.

4. TERMS AND PRICES

All our prices are inclusive of the current rate of V.A.T. at 17.5%. We reserve the right to alter our prices for any reason up to the date of your booking or up to 12 weeks before your arrival, whichever is the later. After such date we may only alter our prices to reflect a change in the rate of V.A.T. or for any other reason outside our control in which case the change will be notified to you. In the latter event you will have the right to cancel the booking without cost. Where services such as entertainment are provided by third parties, the price of that service is subject to change without notice.

5. CAR PARKING

Car Parking is free to residents and guests of the Hotel. We do not accept responsibility for damage to, or theft from, vehicles parked on the hotel premises. Permits are issued by reception for staying guests on arrival and must be handed in on departure. Failure to return the permit may result in a fee being charged. (Currently £25).

6. INSURANCE

You are recommended to have insurance to cover cancellation, curtailment and loss of baggage, personal effects and money.

7. BROCHURE/TARIFF ACCURACY

All information and prices are correct at the time of printing and can be subject to change as detailed in Section 5. Prices will be confirmed at the time of booking wherever possible. Photographs are provided to give an impression and do not guarantee a level of service or facilities.

8. CHILDREN

Children may not be admitted to certain events, and it is at the discretion of the duty manager/manager whose decision is final.

9. COMMENTS AND COMPLAINTS

Any comment or complaint regarding your use of the hotel should be made to the General Manager or Duty Manager at the time of your visit so that we can try to resolve the matter immediately. Alternatively, please write within 28 days to the General Manager/Guest ~Relations Manager

10. LIABILITY

Other than for death or personal injury caused by negligence of the Hotel, the hotel's responsibility to the guest is limited to the price of your booking plus expenses directly and necessarily incurred by the guest to comply with the booking. The hotel will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control. Guests are responsible for any damage caused to the allocated rooms, furnishings, utensils and equipment in them by any act, default or neglect of the guest, and will pay to the hotel on demand the amount required without being liable for any refund or compensation.

11. BEHAVIOUR

The Hotel is a non smoking establishment charges will be incurred for anyone infringing this policy.

The hotel reserves the right to judge acceptable levels of noise or behaviour of guests, who must take all steps for corrective action as requested by the hotel. In the event of failure to comply with management requests, the hotel may terminate the booking or stop any event immediately without being liable for any refund or compensation

12. DISCRIMINATION

It is the policy of the hotel not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. Guest are expected to adhere to this policy and the hotel may, without incurring any liability to the guest, remove from the hotel any person or persons offending against this policy.

13. STATUTORY REQUIREMENTS

The hotel is subject to statutory controls, including these relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by guests.

14. DATA PROTECTION

The information provided by the client may be processed by the Hotel for purposes is has notified to the Data protection Registrar. By confirming the booking the client consents to this processing information.

15. These terms are deemed to incorporate the Hotel's other general terms and conditions of business, copies of which are available on request.

THE ROYAL NORFOLK HOTEL 2004 Ltd
The Esplanade, Bognor Regis, West Sussex. PO21 2LH
01243 826222 Fax. 01243 826325