

## **Christmas & Special Events Standard Terms and Conditions**

At the time of booking, you will be advised of the payment terms for the booking. These will be one of the below:

- Reserve Space – spaces will be held free of charge for a maximum of 7 days. After 7 days a non-refundable deposit is due. If a deposit is not paid within 7 days, the spaces will automatically be released, and the booking no longer stands.
- Pay Deposit – you will be required to leave a partial payment towards your booking that is non-refundable.
- Pay in Full – you will be required to pay the full amount due, and the payment is non-refundable.

Please be advised that the above is subject to the event and may differ on another date.

Please note that at all stages of the booking process, all money paid is non-refundable, non-transferable and cannot be used in part of full payment towards any other event, item or service including drinks, extras, or accommodation.

- All balances must be paid in full, no later than the date advised at the time of booking and detailed in your confirmation. If final payment is not received by your final payment date, we reserve the right to cancel your booking and all monies will be retained in line with our terms and conditions.
- The main booker (this is the person making the booking) agrees to the booking terms and conditions on behalf of the whole group and it is their responsibility to ensure that the group members are made aware of the booking terms and conditions.
- All balances are to be paid by credit or with debit card via our online platform.
- All balances must be paid in full no later than the date advised at the time of booking and detailed in your confirmation. If final payment is not received by your final payment date, we reserve the right to cancel your booking and all monies paid will be retained.
- To confirm your booking, a non-transferable, non-refundable deposit of £10 per person is required. If a deposit is not received within 7 days of reserving your space, your booking will automatically be released.
- Once final payment is made, no refunds or credit will be given. All monies paid in advance are strictly non-refundable or transferable and it is recommended that Ticket Protection is purchased to cover the cost in the event you are unable to attend. You will be given the option to purchase Ticket Protection during the booking stages up until final payment stage.

- Ticket Protection, when purchased, is provided by a third-party company (Ticket Plan) and the agreement is purchased with Ticket Plan and not the hotel. It is the bookers responsibility to contact Ticket Plan to make a claim via their online portal.
- Private event bookings and quotes are subject to minimum number of attendees. The minimum number of attendees outlined at the time of booking is payable in full. Any reduction in attendees after the deposit has been paid but prior to paying the final balance will be chargeable at 100%. This charge is non-refundable and non-transferable to other items or purposes. At the quotation stage, should you wish to change any of your requirements, please contact us so that we can re-check availability, rates, and re-issue an updated proposed agreement.
- For any claims for tickets with Ticket Plan protection, please email [events@kewgreenhotels.com](mailto:events@kewgreenhotels.com) and include in your email, your booking ID number, date of booking and the hotel name and as the name (s) of the people making the claim. Once you have emailed us, the claim can then be started by going to the Ticket Plan portal and registering your claim.

We reserve the right to change/amend/cancel any event due to circumstances beyond our control. We will offer you an alternative date where possible. If you do not wish to accept the alternative date, your monies will be refunded in full but that will be the limit of the hotel's liability.

1. Alcoholic beverages that have not been purchased from the hotel are not to be consumed on the premises. The management of the hotel reserves the right to refuse entry to the hotel and the right to refuse service if persons are found with these items.
  2. The hotel will not accept responsibility, or be held liable for anyone prevented from entering the event, or asked to leave the event, due to that person:
  3. Acting in an improper or disorderly manner or whose condition in the opinion of the hotel staff interferes or is likely to interfere with the enjoyment of the function or other guests.
  4. Bringing or using dangerous, illegal, or hazardous items or substances on the premises.
  5. Bringing their own food or drinks to the premises without the prior permission of the hotel.
- In addition, the hotel reserves the right to charge the booker, company or individual for any damage caused by anyone in their group.
  - We require any food pre-orders to be received 14 days prior to your event date (where requested). Any special dietary requirements must be made known to the

hotel at least 14 days prior to the event. If your pre-order has not been completed by the deadline date, a set menu for your group will be selected and it cannot be amended.

- Some dishes may contain traces of nuts. All descriptions, including menus, are correct at the time of going to press but may be subject to change without prior notice.
- It is the bookers responsibility to ensure that all allergens and dietary requirements are submitted at least 14 days prior to the event date.
- For family events, children are classed as age 3-12 years old inclusive and are charged at reduced price. Under 3's can attend and dine for free where specified.
- Our events (unless specified as a Family night) are strictly for 18 years and over and ID may be requested. We use the "Challenge 25" rule in our hotels, if ID cannot be provided, we reserve the right to refuse entry to these events and refuse service.
- Where applicable, all-inclusive drink packages include house wine, draught beer/lager/cider, house spirits in single measures (served with a mixer) and a selection of soft drinks. Maximum of two drinks per order. All-inclusive spirits cannot be served as shots. Premium drinks are available at a surcharge at selected hotels only. Timings vary between hotels for the all-inclusive bar. Drinks cannot be removed from the premises.
- All information is correct at the time of printing and is subject to change without prior notice.
- Ticket prices are subject to availability and the hotel reserves the right to change ticket prices without prior notice. This will impact new ticket purchases only and will not be reflected in the purchase price of any tickets already reserved prior to the date of any price changes.
- Promotional offers are available for new ticket purchases only and amendments will not be made to any tickets purchased prior to any promotional offers.
- Please retain a copy of the terms and conditions for your reference and ensure that all members of the party are aware of these terms and conditions prior to arrival.
- Any pictures are for illustration purposes only. Actual dishes may vary.
- We will endeavour to accommodate seating requests but are unable to guarantee these. All requests for specific seating/table arrangements must be added to the special requirements section of your online account.
- Please note that we store, handle, and prepare a range of ingredients that contain food allergens and cannot guarantee that our dishes are allergen free due to the

potential of cross contamination. If you have any concerns, please speak to the hotel at least 14 days prior to the event.

- Any tickets purchased within 14 days of the event must include the pre-ordered meal options at the time of the booking. If the dining selection option has closed, the menu choices must be emailed to shivani@lth-hotels.com and clearly state the booking ID, hotel name, booking date and each person's name and complete dining selection and any special dietary requirements. If the hotel does not receive these within 4 days of the event, a set menu of the hotel's choice will be provided for the group.
- You Fit member discounts are subject to availability at certain events and proof of an active You Fit membership will be required for the discount to be applicable. Failure to provide evidence of a You Fit membership will result in the discount being removed from your purchased tickets. You Fit Food & Beverage discounts are not available at any ticketed event.
- Promotional codes are subject to availability and the discount is applied at the final balance stage of the booking. The hotel reserves the right to withdraw any discount or promotions without prior notice.
- The hotel will not be held liable for cancellation or non-completion of any event, or for any delays arising because of industrial action, strikes, riots, adverse weather conditions, fire, flood, Act of God, or any other cause beyond or control.
- The hotel shall have no liability for any death or bodily injury or loss or damage to property, or anyone attending an event. You agree to indemnify the hotel against any claim in respect of any such liability (and the costs and expenses incurred by the hotel in relation thereto).
- The hotel does not accept any liability in respect to loss or damage to vehicles brought into the hotel car park.
- Without prejudice to any other limitation or exclusion of liability set out in these terms and conditions, and to the fullest extent permitted by law, the total liability of the hotel to you in the contract, tort or otherwise, including negligence (save for any liability arising from death or personal injury due to the negligence of the hotel or its employees shall be unlimited) arising in relation to an event shall not exceed the total amount paid by you for the event.
- These terms and conditions are correct at the time of going to print and the hotel reserves the right to amend them at a later date without prior notice.
- The hotel and you agree that these terms and conditions constitute the entire agreement between us, and supersedes all previous drafts, agreements, arrangements and understanding between us, whether oral or written.

- We will only use your personal information for reasons and purposes set out in our Privacy Policy.
- These terms and conditions are governed by English Law and in the unlikely event of a dispute, the parties shall submit to the exclusive jurisdiction of the English Courts.
- You, as the party organiser, are asked to inform all guest of these terms and conditions.
- Anyone using the promotional code for the Emergency Service Discount, must provide evidence within 7 days of booking that they have the right to benefit from the discount. Proof must be provided to the hotel by emailing official badge numbers to shivani@lth-hotels.com. If proof is not received the hotel reserves the right to cancel the places or charge the full ticket price.
- All prices are quoted including VAT at the prevailing rate.

This hotel is owned by LTH Hotels and operated by Kew Green Hotels.