



THE  
CHRISTMAS  
YOU'VE BEEN  
WAITING FOR

*Get ready*

## TERMS & CONDITIONS NON RESIDENTIAL EVENTS

All event dates are subject to availability.

The hotel accepts their obligation to comply with any official guidance from UK Government in relation to Covid-19 pandemic and may be required to impose restrictions for the event.

The hotel, in accordance with UK Government may be required to limit or restrict food and drink availability and planned entertainment.

In the scenario where we are required to close our venue, we will propose at least one alternative date for your event, should the proposed new event date(s) not be suitable, we will offer a full refund.

A £10 per guest non refundable and non transferrable deposit is required for non-residential festive events and used towards the total cost of your booking. Full payment is required 4 weeks before the event.

Your booking will not be confirmed until full payment received.

Menu choices and dietary requirements must be provided with final payment. An additional charge may occur for dietary requirements provided by specialist suppliers.

Should you have any concerns regarding food allergens, please ask a member of staff who will provide you with detailed ingredients for each dish.

All prices include VAT.

Guests under 18 years old may be restricted at some events, please check at time of booking.

The hotel reserves the right to cancel any event for any reason at its discretion.

The Party Night promotional rate is only available to guests attending a party night at the hotel and is subject to availability.

The QHotels Group reserve the right to change the advertised artistes without prior notice in the unfortunate circumstances of force majeure, ill health or forces beyond our control.

The hotel reserves the right to amalgamate Christmas events to ensure appropriate numbers or move an event to a smaller/larger rooms should numbers dictate.

The hotel management reserve the right to refuse entry to the hotel and to charge the company, organiser or individual for any damages caused by unreasonable behaviour.

Bookings over 10 guests may be subject to a separate contract with different terms and conditions.

Private company bookings may be subject to a separate contract with different terms and conditions.

All rates quoted are subject to availability and correct at time of publishing.

The hotel does not allow alcohol, aerosols or novelties to be brought onto the premises  
We reserve the right to confiscate alcohol, aerosols or novelties.



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### Prices

All packages are subject to availability & include VAT. The prices are per guest & based on two adults sharing a standard bedroom, otherwise a single occupancy supplement will apply. The visiting friends & family price is per room per night & based upon two guests sharing a standard bedroom; a single supplement applies. Please be aware that only a limited amount of bedrooms will be offered at this low price, once the allocation has gone then you will be offered the next available lowest price.

### Guaranteeing your booking

To guarantee your Christmas or New Year package you'll need to pay a £50 per guest non-refundable, non-transferable deposit. The balance is payable by one month in advance. Bookings made after this date require full payment. Our Covid19 Secure Cancellation policy provides further reassurance to pre-paid bookings. Should your circumstances change due to government guidelines, we will refund 100% on all prepaid bookings cancelled up to 7 days prior to arrival. You can book by contacting Central Reservations on 0330 107 1599.

### Children

We welcome children to all of our hotels. Restrictions may be in place for a handful of our New Year's Eve packages which may be for over 18s only. Please check on the individual hotel page in this brochure. A family bedroom may incur an additional supplement. Contact us on 0330 107 1599 to request this information. Children are permitted to use the swimming pools in all hotels that have a pool & some hotels have splash times for children – please enquire when booking.

### Your bedroom

You can check in from 3pm on the day of arrival & you will need to vacate your room by 11am the day you depart, unless otherwise stated in an individual hotel package. You can arrange a late check out when you're at the hotel, for a small fee, just contact reception. The majority of hotels offer bedrooms for wheelchair users; please contact the hotel directly to ask for more information. We will do our best to accommodate special requests.

### Room supplements

Supplements apply for single room occupancy. This varies depending upon hotel. Supplements also apply for upgrades to designated Family rooms, Premium rooms, Superior rooms & Suites and are per room each night.

### Need to cancel?

If an unexpected event or unforeseen circumstances causes you to cancel your Christmas or New Year's Eve package before 1st December, no additional cancellation fees will be charged although all deposits are non-refundable. Any bookings cancelled after this date will be charged for the total value of the package.

### Extra information?

When you arrive at the hotel you'll be asked to provide a credit card to guarantee payment of any extras you have during your stay – such as drinks at the bar or beauty treatments in the spa. Most hotels have a health club which is free for you to use throughout your stay. Please note that any spa treatments taken or rounds of golf played will be charged additionally. Some spas may have limited opening times over Christmas & New Year so please check with the hotel directly. Car parking is free of charge at many hotels, however there are 2 Hotels (The Queens & The Stratford) where car parking is limited and at an additional charge.

### Brochure accuracy

We've tried our best to make sure that all details of packages & all prices are correct. We do apologise if any of these have changed since sending this brochure to print. If we've made a mistake we will tell you when you enquire or book with us.

All information including our Covid19 policy is correct at time of publishing and is subject to change. Please check our website for the latest cancellation policy when making your booking.