



Please be advised that all business with Tormage Ltd trading as Pontlands Park is carried out on the basis of our Terms & Conditions, which are listed below;

## ACCOMMODATION

### **BEDROOMS**

Bedroom check out time is 11.00am. **To allow staff time to service the rooms the earliest check in time is 3.00pm.**

We cannot guarantee access prior to this time. Executive Double & Twin, Deluxe or Superior Rooms may be reserved by room type only; we are unable to guarantee specific bedroom numbers. In view of this we are able to offer on these room types only, a limited number of rooms for early check in from midday. This is at an additional cost per room, which is subject to both availability and confirmation in writing prior to arrival. Please see Hotel Tariff for further details.

### **BEDROOM RESERVATIONS**

Reservations made on our special Function Rate must be secured by a non-refundable, non-transferable pre-payment at time of booking. Due to their restricted availability these rates are only available online, via an access code – please ask for details when booking your event. Our Standard Rates are not available at all times and may be withdrawn to suit the needs of the business. **Cancellations** of reservations made on our Standard Rate must be notified to us by **3.00pm** on the day **PRIOR** to arrival. If we are unable to re-let the accommodation, or in the case of a non-arrival, you will be invoiced in full at the confirmed room rate, net of VAT.

**All Advance Purchase rates are strictly non-transferable and non-refundable.**

### **GROUP RESERVATIONS**

All reservations and changes to allocation of rooms must be confirmed in writing by the organiser. We are unable to take a block booking and allocate reservations on behalf of a client.

## FOOD

### **ADDITIONAL COURSES**

Any additional courses added to a meal e.g. canapés, cheeseboard, soup etc., must be served to the whole party.

### **ALLERGENS AND INTOLERANCES**

Some of our menu items and beverages contain allergens. Before ordering please speak to our staff if you or any member of your party have a food allergy or intolerance.

### **BUFFET MENUS**

The minimum number for Fork Buffets is 30 Guests; the minimum number for Decorated Buffets is 50 Guests.

### **CHILDREN'S MENUS**

We offer a 40% discount off the full adult Dream Weddings package price for children aged between 2 & 10.

### **INFORMAL AFTERNOON FUNCTIONS**

Christenings, Funeral Wakes and other private afternoon functions can be catered for, however, a minimum spend excluding Finger Desserts & Coffee will apply. Please see our Party at the Park Leaflet for further details.

### **MENUS**

Parties of up to 70 in the Conservatory may select a menu offering a choice of 2 dishes for each course. Parties over this number in the Marquee must select one menu for the entire party. All of our Wedding & Function Menus are served with one potato dish and two seasonal Vegetables. If customer menus are printed incorrectly the Management reserves the right to withdraw them.

### **WEDDING EVENING FUNCTIONS AND BUFFETS**

Should a wedding or Function be in, or continue into, the evening, an additional evening buffet is compulsory and must be served to all attending guests.

## LIQUOR

### **CORKAGE & OTHER ITEMS**

It is Company Policy that we do not permit guests to bring their own Food, Wine, Beer, Spirits or Soft Drinks for consumption at their function with the exception of celebration cakes, sweetie carts and lollipop trees. For other ancillary items please check with the Management.

### **DRINKS PACKAGES**

Please note, when a 'glass' is referred to within our Brochures, this equates to a 125ml glass.

## LEGAL MATTERS

### **AGENTS**

Should a client enter into a contract with the Pontlands Park through an agent, the agent acts for the client and it is the client's responsibility for the payment of the Pontlands Park account.

Cancellation 12 calendar months prior to the function

Full refund of deposit unless specified otherwise

Cancellation 9-12 calendar months prior to the function

£10 per person

Cancellation 6-9 calendar months prior to the function

£20 per person

Cancellation 3-6 calendar months prior to the function

£30 per person

Cancellation less than 3 calendar months prior to the function

Total Function Charge

Charges will be based on provisional numbers booked. Should the date be resold at full, published tariffs a full refund will be given.

**We impose cancellation charges in all circumstances and you may therefore wish to consider purchasing an appropriate insurance policy, which covers your function.**

**Cancellation charges are due for payment 10 days following the date of cancellation, cancellation charges are net of VAT.**

**Cancellations are only accepted once confirmed in writing by the signatory(s) on the booking details.**

## **CONFIRMATIONS**

All bookings will be considered definite when confirmed in writing together with a deposit of £10 per person based on provisional / minimum numbers (whichever is greater), along with the Terms & Conditions duly signed. We accept reservations up to 20 months in advance. For bookings beyond this time frame we require a non-refundable deposit.

## **CONTRACT**

When a booking is confirmed in writing, or with a deposit payment, a contract is deemed to exist. This contract is governed by English law. Where a prospective Wedding Couple or clients have both signed a contract they are jointly and severally responsible for payment of invoices and any cancellation charges. The management reserves the right to cancel any function due to unforeseen circumstances beyond our control, or for any matter deemed necessary by the Management and accept no resultant responsibility, financial or otherwise. However, in an unlikely event every effort will be made to accommodate the function in another part of the venue or at an alternative venue within the Heritage Leisure Group. No deviation to our published Terms & Conditions can be accepted unless confirmed in writing by the Directors of the Heritage Leisure Group. Please complete and sign this document and return to Pontlands Park. A countersigned copy will be returned to you.

## **DAMAGE**

The client shall be responsible for any damage caused to any of the hotel property, structure, utensils, equipment or furnishings as a result of a willful act or default by you, sub-contractors you have arranged or your guests. You will be liable for the cleaning, repair or replacement as appropriate of damaged items including compensation for loss of business while such damage is being repaired. The client will be advised of any such charge or estimate upon departure or within 48 hours of departure, with settlement of the same being required immediately.

## **NUMBERS**

We request a firm indication of numbers fifteen days prior to a function and final numbers five days prior. This final figure will be the amount charged should numbers reduce. The maximum capacity is set at 200 guests seated in the Marquee and 90 guests seated in the Conservatory Suite.

The minimum numbers for all our rooms are as laid out in the appropriate brochure for your style of event and refer to adult guests, should your numbers fall below those listed in that leaflet the full charge to make up to the required minimum will be made for both the food and drinks element of your function. The total number of guests within the Marquee cannot exceed 250 at any one time, the number within the Conservatory Suite is limited to 120. These figures apply when additional evening guests are attending, or for more informal functions.

## **PAYMENT – WEDDINGS, FUNCTIONS & PRIVATE DINING**

A Pro Forma invoice will be sent out, after a firm indication of numbers, fifteen days prior to the function. This is due for payment ten working days before the function takes place and is based on the numbers provided at that time. This payment must be made by debit card, cash, cheque or bank transfer. We do not accept payments for functions and events by Credit Card. If payment is to be made by cheque or bank transfer we must be in receipt of the cleared transfer 10 days prior. Failure to meet these payment terms may result in your function being cancelled and the full cancellation policy being applied. Please note that the balances of all bills are to be settled at the time of departure. Any late payments on authorised credit accounts will incur interest at 3%, which will accrue on a daily basis. Please note that we do not acknowledge post-dated cheques.

## **POSTPONEMENT**

Any postponement is entirely at the discretion of the Directors and the cancellation charges above would still apply. This cancellation charge MAY be allowed against a similar event providing that it takes place within 12 calendar months of the original date.

## **STAGE PAYMENTS – WEDDINGS**

Payment for Weddings is based on the following table, based on provisional numbers booked;

12 calendar months prior to the function	£10 per person if not covered by the initial deposit
9 calendar months prior to the function	an additional £10 per person (making a total paid of £20 per person)
6 calendar months prior to the function	an additional £10 per person (making a total paid of £30 per person)
3 calendar months prior to the function	an additional £10 per person (making a total paid of £40 per person)
10 days prior to the function	balance of Total Function Charge based of final numbers given and the pro forma invoice raised 15 days prior to the wedding.
	The other payment Terms and Conditions listed above also apply.

## **PRICING**

### **PRICES**

Prices listed within our brochures are valid only until the 31<sup>st</sup> December of that year, unless otherwise stated, but are subject to alteration without prior notice; we reserve the right to increase prices in the event of circumstances beyond our control. There is no charge for background music, cake stand and knife. The stand and knife are subject to availability. No floral decorations, table arrangements, chair covers, candles or coloured napkins / cloths are included in any of the prices quoted.

Fresh flowers and /or other table arrangements must not be delivered until the day of the function and any remaining items must be removed from the premises at the time of departure, as the venue cannot accept any liability for loss or damage. We do not provide changing facilities, however a bedroom can be reserved at the normal bedroom rate if this facility is required.

### **PREMIUM DATES**

During December, and on other key dates during the year, we reserve the right to amend availability, price and number requirements.

### **PROMOTIONAL PRICES**

Where special promotions are offered, these are applicable to new bookings only and may not be used in conjunction with any other offer or discount.

### **VAT**

All prices are inclusive of VAT at the current rate unless specifically stated otherwise. Cancellation charges are net of VAT.

## **ROOM HIRE**

### **EXCLUSIVE USE**

It is possible to pre-book Pontlands Park, excluding Reflections, with all its facilities and bedrooms. For further information and confirmation of charges please speak to our management team. Specific terms and conditions apply to exclusive bookings, these will be outlined in your confirmation letter.

### **PRIVATE DINING**

It is possible to pre-book the Disraeli Room for numbers between 16 and 32 and dine from the Private Dining menus. In all cases the meals must be pre-ordered in advance and our normal Terms & Conditions contained within the NUMBERS AND PAYMENT – WEDDINGS, FUNCTIONS & PRIVATE DINING AND TABLE PLANS & PLACE CARDS sections of this document apply. In addition, the place cards must detail each guest's chosen menu. Please see the separate Private Dining Terms and Conditions document.

### **ROOM HIRE**

The Room Hire charges payable are detailed in our current brochures, including those for Party in the Park, Dream Weddings and Proms. Functions taking place in the Conservatory or Marquee that choose from our Function Menus and vacate the premises before 5pm or arrive after 7pm do not pay Room Hire, subject to the minimum adult numbers as detailed in our Function Room Hire Charges.

## **TIMING**

### **FINISHING TIMES & RESIDENTS BAR**

The bar closing time at PONTLANDS PARK is 11pm Sunday to Thursday and 11.30pm Friday and Saturday, with music finishing 30 minutes later and non-residents required to vacate the premises a further 15 minutes later. The Lounge will be open to residents only for drinks once all non-residents have vacated the building and grounds of Pontlands Park. This Bar will remain open until 1.30am; we do however request that all public areas are vacated by 2.00am.

### **FUNCTION TIMES**

It is our policy to give you and your party our undivided attention and exclusive use of our garden and shared public areas during your event. Consequently within the Pontlands Park we operate a first come, first served basis for booking; where more than one function is taking place there has to be a two hour time gap between arrival times.

## **OTHER ITEMS**

### **CELEBRATION / WEDDING CAKES**

Should the cake be delivered the day prior to the function it remains the responsibility of the client. The venue cannot be responsible for setting up the cake; this should be done by the supplier or the function organiser. Any remaining cake should be removed from the venue by the organiser at the time of departure. Under no circumstances can the venue be responsible for the cake and will not accept liability for any loss or damage which occurs whilst on the premises.

### **CUSTOMERS' WELL BEING**

Where possible we have fulfilled the requirements of the Disability Discrimination Act, however it is the responsibility of the function organiser to provide the management, prior to the function, with details of any disabled guests that will be attending the function. This will assist us in ensuring that all Health & Safety requirements are met and appropriate facilities are provided. The function organiser is expected to co-operate with the management during any time of emergency or evacuation.

Should your party consist of young children, we recommend that you remind all parents / carers that the safety of their children is their responsibility especially in the vicinity of roads, car parks, ponds and pools.

### **ENTERTAINMENT & DISCOS**

For the comfort of your guests and adjoining residents, due to noise levels and the limitations of space, please refrain from booking bands of more than 6 members. Noise levels, which are monitored, must not exceed 95 decibels. If entertainers continue to fail to stay within this limit we reserve the right to disconnect the power supply. Certain Suites are equipped with an automatic noise limiter, which will operate when the sound limit is exceeded to cut the power supply to the entertainers.

It is the responsibility of the client to ensure any entertainers using electrical equipment have the appropriate safety certification. If in the opinion of the Management the equipment is unsafe we reserve the right to disconnect the power supply. It is also the responsibility of the client to ensure that all entertainers have public liability insurance. Please advise your bands or discos that they must remove all of their equipment and leave the venue no later than 30 minutes after the end of the function.

### **EQUIPMENT & PROPERTY**

Clients own equipment and property is brought into Pontlands Park at their own risk. Pontlands Park accepts no liability for loss or damage. Wedding presents and cards remain the responsibility of the client at all times throughout the duration of the function and must be removed from the premises prior to the end of the function. The Company cannot accept these items for safekeeping prior to, during or after the function. No member of staff or Management are authorised to accept these items for safekeeping. The client is advised to consider arranging wedding insurance for the reception covering public liability and loss or damage to the hotel's property, gifts (including monetary gifts) and that of persons attending the reception.

### **FIREWORKS**

Should you require fireworks at your function, there will be a charge of £125.00 made for the use of the grounds. Due to Health & Safety and noise regulations, if you wish to have fireworks our nominated supplier, *Firework Crazy*, must be used. They may be contacted on 01245 354422. This company is aware of the required procedure with regard to notifying the Police and Fire Services and also local residents within half a mile radius of the venue.

Full details of the Conditions and Charges can be obtained from the Management.

### **INAPPROPRIATE BEHAVIOR**

It is the Company's policy that all our guests and staff have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to protect them from inappropriate behaviour. Should any actions by a guest be deemed inappropriate by the Duty Manager, or if any inappropriate behaviour is brought to the attention of the Duty Manager, the Company reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest's actions, the Police may become involved or guests may be asked to leave the hotel. The Company also reserves the right to terminate your event/function or stay due to inappropriate behavior, should this action occur no monies will be refunded to you. The Duty Managers decision is final.

**MARQUEE DANCE FLOOR**

The marquee is equipped with its own 24ft x 12ft dance floor. Should you wish to replace this with an alternative at your own expense there will be an additional charge of £150.00 for the removal and re-instatement of our existing floor.

**RECOMMENDED SUPPLIERS**

Whilst Pontlands Park is happy to recommend certain suppliers we accept no liability for services provided by them, which remains a contractual matter between the supplier and the purchaser.

**SECURITY**

On some occasions (i.e. 18<sup>th</sup> / 21<sup>st</sup> Birthdays, Prom Nights & Gentlemen's Evenings) the Management may hire the services of a professional security company to provide licensed staff during your function. This will be done following consultation with you and any costs in relation to security staff will be totally your responsibility and form part of your final bill. Dependent on the style of the function it may also be necessary to introduce an age identity procedure by using wristbands. More information will be given by our Management team, where applicable. For all School Proms there must be at least 1 adult (teacher / parent) present for every 25 pupils.

**TABLE PLANS & PLACE CARDS**

It is the responsibility of the function organiser to prepare the table plan for display and to prepare, and place on the tables, the place cards. However, we will be happy to assist if the place cards are supplied to us clearly marked in order and bound by table number. Apart from folded place cards, any other table or decorative items must be placed by the organiser or the specialist providing them. Where tables are named they should also be given a number. Any guests attending your function with special needs should be seated in a position which will aid circulation and movement around the room and also give them access to facilities and exits. The function organiser should advise the management of any guests with special needs.

**TABLE DECORATIONS AND CONFETTI**

We are happy for guests to use Biodegradable confetti only outside of our venue, we do not allow the use of confetti, streamers or "silly string" within the building. Please note; table sprinkles which damage or discolour either our tables or the table linen may incur a cost for repair or replacement.

**TEA-LIGHTS**

Tea-lights are permitted during sit down functions only and must be extinguished prior to evening buffets taking place. All tea lights should be housed in suitable holders which shield the flame. No responsibility will be accepted by the company or any of its employees for any damage or injury caused by naked flames, all responsibility remains with the bride and groom/organiser.

**BOOKING DETAILS**

**Please complete and sign this document and return to Pontlands Park Hotel. A countersigned copy will be returned to you**

Name: .....	Function Date: .....
Address: .....	Time of Arrival: .....
.....	(We allow a maximum of 1½ hours for reception drinks)
.....	No. of Guests: .....
Postcode: .....	Venue: .....
Tel: (Daytime) .....	Tel: (Evening) .....
E-mail 1 .....	E-mail 2 .....

**DECLARATION:**

**I / We agree to the Terms and Conditions above**

**Client / wedding couple 1:**

**Client / wedding couple 2:**

Signed: .....	Signed: .....
Print Name: .....	Print Name: .....
Date: .....	Date: .....
Company / organization: .....	Company / Organization: .....
(If applicable)	(If applicable)

**TO BE COMPLETED BY VENUE MANAGEMENT**

Counter Signature: .....	Date: .....
Name: .....	Position: .....