



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

#### **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.

#### **BEDROOMS**

Bedroom check out time is 11.00am. **To allow staff time to service the rooms the earliest check in time is 3.00pm.** Please see *Hotel Tariff* for further details.

#### **CHILDREN'S MENUS**

Please choose from the 'Kids Menu' for those aged between 2 and 10 years.

#### **CANCELLATION**

Cancellation 6 calendar months prior to the function	Full refund of deposit unless specified otherwise
Cancellation 1-6 calendar months prior to the function	loss of deposit ~ £10 per person
Cancellation less than 1 calendar months prior to the function	Total Function Charge

We impose cancellation charges in all circumstances, charges will be based on provisional numbers booked. Should the date be resold at full, published tariffs a full refund will be given. 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 these Terms & Conditions duly signed.

#### **CORKAGE & OTHER ITEMS**

It is company policy that we do not permit guests to bring their own food or beverage's for consumption at their function, with the exception of celebration cakes. However, if you would like to bring your own celebration cake to eat instead of dessert, there will be a £2.50 supplement charge per person.

#### **DECORATIONS**

The venue cannot be responsible for setting up of celebration cakes or decorations of any kind. Please note any table confetti, streamers or silly string within the private rooms or any damage caused by the fixing of same, with cello tape, blue tac or pins that may cause damage would incur a cost for repair.

#### **GRATUITIES**

A 10% Discretionary Service Charge will be added to your total food and drinks bill, please ask if you would like to see our policy on how this is distributed.

#### **INFORMAL EVENTS**

Christenings, bridal party afternoon tea, baby shower afternoon tea, funeral wakes and other private functions can be catered for however, please see our *Party at the Park/Bridal party/Baby shower/Celebration of life/* leaflets for further details. It is a requirement to cater for 100% of guests in attendance. A Room Hire Charge is also applicable, dependent on your choice of dining room, excluding funeral wakes.

#### **PAYMENT AND NUMBERS**

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. We then require the final numbers five days prior. **This final figure will be the amount charged should numbers reduce or guests not arrive.** The balance of all bills must be settled at the time of departure.

#### **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.

### PRIVATE DINING ROOMS & MINIMUM NUMBERS

It is possible to book Disraeli dining room, from minimum 16 adults to maximum 32 guests. Selecting from either our Private Dining Menu, Afternoon Tea Menu's or Party at the Park menus. Other private rooms may also be available, in all cases the menu choices must be pre-ordered in advance.

### ROOM HIRE

For Lunchtime and Afternoon functions we ask that you arrive after midday and that you vacate the premises before 5pm or for Evening functions that you arrive after 7pm and, vacate the premises by Midnight. Room Hire applies to private dining rooms, excluding funeral wakes.

### TABLE PLANS & PLACE CARDS

Once you have confirmed numbers we can discuss the most suitable table layout with you. It is the responsibility of the function organiser to prepare, and place on the tables, the place cards where a menu choice has been made.

## BOOKING DETAILS

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

Name(s): .....	Function Date: .....
Address: .....	Time of Arrival: .....
.....	(We allow up to 30 mins for welcome drinks)
.....	No. of Guests: .....
Postcode: .....	Private Room: .....
Tel: (Daytime) .....	Tel: (Evening) .....
E-mail 1: .....	E-mail 2: .....

### DECLARATION: I / We agree to the Terms and Conditions above

Client 1:	Client 2: <i>(If applicable)</i>
Signed: .....	Signed: .....
Print Name: .....	Print Name: .....
Date: .....	Date: .....
Company / Organisation: <i>(If applicable)</i> .....	Company / Organisation: <i>(If applicable)</i> .....

### TO BE COMPLETED BY VENUE MANAGEMENT

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

V1PD

### Pontlands Park Hotel

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