



## TERMS & CONDITIONS

- All offers are subject to availability.
- All verbal bookings will be treated as provisional and will be held for no longer than 14 days pending receipt of written confirmation and appropriate deposit.
- A non-refundable deposit of £10.00 per person is required (or the full cost of the event if less than £10.00). Please make cheques payable to the Westmead Hotel.
- For all events, a full non-refundable payment of the balance is required at least 14 days prior to the event or by 25th November 2016, whichever is earlier.
- Bookings not paid in full by 14 days prior to the event or by 25th November 2016, whichever is earlier, will be deemed to have been cancelled and any monies paid will be retained by the hotel.
- No refunds will be paid for cancellation or decreases in the number of guest attending, unless the hotel is able to resell the space.
- Money paid for non-arrival is forfeited and cannot be transferred to cover food, drinks, entertainment or overnight accommodation for other members of the party.
- All additional charges incurred during the event must be settled prior to departure.
- No additional food or beverage of any kind is permitted into the hotel by any guest and maybe confiscated by the staff.
- The customer shall be responsible for any damage caused to rooms, furnishings and equipment therein by any act, default or neglect of the customer or guests and will be require to reimburse the full amount to make good or remedy any such damage.
- The information in this brochure is correct at the time of printing. The hotel reserves its right to amend its prices and packages at any time before booking. Bookings are subject to availability and prices quoted at the time of booking.
- The hotel reserves the right to alter or amend the contents of an event or to cancel any event for any reason, for example if there is a short-fall in minimum numbers required to operate a program. In such circumstances you may choose at your sole discretion an alternate date, subject to availability, or obtain a full refund from us.
- In the event of a force majeure (examples of which could be, but not limited to, fire, flood, extreme adverse weather conditions, war, terrorist attack, nuclear, chemical or biological contamination) the hotel may be required to postpone the event. An alternative date will be advised at the earliest reasonable opportunity.
- Contingent upon market and product availability, the hotel reserves the right to amend dishes and/or offer suitable alternatives' which will be advised in good time prior to the stated event.
- Some of our dishes may contain ingredients which could cause an allergic reaction. Guests subject to allergies are advised to check beforehand so that alternative ingredients or dishes can be provided.
- All prices are included of VAT at 20% if the general rate of VAT is altered our prices will be modified accordingly.
- We strongly recommend you have cancellation insurance when attending any event featured in this brochure.
- Other than for death or personal injury cause by our negligence, our liability to you is limited to the price of your booking.
- The hotel will not be liability for failure to perform to the extent that the failure is cause by any factor beyond its reasonable control.