



The Lee Wood Hotel

Terms and Conditions

The following Terms and Conditions (T&C) will apply when making reservations at The Best Western Lee Wood Hotel. These T & C may only be altered or amended with the direct written agreement of the hotel partners and no other person, employee or agent, is authorised to do so. You will appreciate that cancellations can be very costly to hotels and in order to keep our prices competitive we outline our terms as follows:

1. **Group Bookings** which for this purpose should be understood to mean four or more bedrooms.
2. **Function Bookings** which for this purpose should be understood to mean food and beverage related services including wedding receptions, anniversary parties, re-union lunches and dinners etc.

Group Bookings

Group Bookings are considered as such when four or more rooms are required for one or more nights.

Group Bookings are generally made well in advance of arrival and often before the booker knows what total rooms may be required. We will generally agree to provisional reservations being made and hold an indicated number of rooms for an agreed period – normally 14 days. If the reservation is not confirmed within the agreed period then the rooms being provisionally held will be released automatically. If the hotel receives other enquiries during the period that rooms are being provisionally held we undertake to contact the original enquirer to request a firm commitment. If at this point the original enquirer is unable to make the commitment the hotel reserves the right to release the rooms at its sole discretion.

Once a group booking is made it must be confirmed in writing, by e-mail or fax. An agreed deposit (normally 10% of the total value of the booking) will be requested with further payments being agreed and made before the arrival date. Deposits are non-refundable.

Cancellation of the entire group initially confirmed and made over 12 weeks before the date of arrival may incur a charge of up to 25% of the total booking value. Cancellation of the entire booking made within the 12 week period prior to arrival will incur a cancellation charge of the total value of the booking as illustrated below :

12 weeks to 10 weeks 30% ; 10 weeks to 6 weeks 50% ; 6 weeks to 4 weeks 75% ; less than 4 weeks 100%.

Individual rooms cancelled and representing no more than 10% of the total booked will incur 100% charge if cancelled within 4 weeks of arrival.

In all instances the hotel will endeavor to mitigate cancellation charges by endeavoring to re-let any released accommodation and thus reduce any cancellation charge by the equivalent amount.

Rooming Lists It is very important that we receive rooming lists well in advance of a group arrival. These will generally be required at least 4 weeks before and should be clear in terms of specific room requirements to include differentiation between single rooms, double bedded rooms, twin bedded rooms, family rooms, suites etc and if individuals are known to have specific difficulties and/or requirements – stairs, wheel chair access, dietary etc. It is essential we are advised of these in advance. It is often difficult to change room allocations upon or after arrival



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Function Bookings

All bookings are accepted subject to availability and taken on the basis of the outlined details given at the initial enquiry. The hotel reserves the right to amend, alter, re-quote or decline a booking in the event of any significant alteration to the initial details given.

The initial details that we will require at the time of booking will include the following :

- Date of Function
 - Time of Function
 - Type of Function – wedding, anniversary, re-union etc
 - Anticipated numbers attending
 - Outline of food and beverage requirement – 2 / 3 / 4 courses; buffet; choice menus; meal wine/s; reception drinks etc.
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1. All bookings must be confirmed in writing, by e-mail or fax and should confirm the above initial details.
 2. A deposit payment will be required and this may be made by cheque or credit card at the time of booking. The hotel at its sole discretion will determine the amount of any deposit to be paid. In cases of cancellation or date amendment deposits are not refundable or transferable. The hotel at its discretion may make a surcharge for certain credit or charge card transactions.
 3. A ProForma invoice will be raised at the time of the 'final details' being given generally four weeks before the event. This is the minimum number that will be charged for.
 4. Payments for functions must be made in full a minimum of two weeks prior to the event. Any additional charges incurred must be settled prior to departure.
 5. The hotel agrees to reserve specific function rooms subject to the original numbers and details being confirmed.
 6. Elements Restaurant / The Conservatory is only available for weddings hosting evening functions between certain hours and generally must be vacated by 5.30pm.
 7. Due to certain undertakings Music and Dancing is generally not permitted in the Conservatory unless specifically agreed in writing with the Partners only.
 8. The hotel does not permit customers to bring their own food or beverage on to the premises for consumption by themselves or their guests.
 9. All music, singing and dancing must cease no later than 11.45pm.unless agreed with the partners/Licensee in writing at the time of booking. Extra charges will apply for late bars and music.
 10. Duty of Care – sound levels by discos or from bands can on occasions be overly intrusive to both your own guests and hotel residents. The hotel management will liaise with the DJ/band as to acceptable levels and customers hiring their own musical entertainment must advise their performers of this in advance.

Final Details :

- The hotel undertakes to deliver the services identified in the 'Final Details' which forms an 'addendum' to the initial letter or contracting information. In the unlikely event that we fall short of the specific standard that could be reasonably expected we undertake to recompense the person or organisation identified as being responsible for the settlement of the account in a manner deemed appropriate but at the sole discretion of the hotel partners. The hotel management responsible for your event and/or duty management must be advised t the time by the host/organiser of any concerns so that we may have the opportunity of rectification to the mutual benefit of all and the ultimate success of your function.



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- In order that your event is a success both in quality of food and delivery of service guests must be seated at the agreed time on the 'Final Details' or no later than 20 minutes of that time. We accept no responsibility for delays caused by third parties (eg photographers, discos etc).
- We cannot be held responsible for any catering shortages where the numbers attending an event exceed the numbers given on the 'Final Details' If this situation should arise and the hotel is requested to supply additional food at short notice a surcharge of 50% on the price will be levied.

Cancellations

The cancellation of any event can be costly to a hotel and particularly if alternative/other business has been denied. In the first instance the deposit paid is non-refundable and non-transferable but the hotel also reserves the right to demand payment for any loss of revenue that may have been incurred due to cancellation.

The hotel is able to place clients in contact with insurers but takes no responsibility on their behalf for their products or any matters relating to them.

The hotel, its owners, management, employees, contracted agents or insurers, will not be responsible for any resultant consequences of misadventure, misbehaviour or any other risks resulting from irresponsible and/or avoidable actions or accidents by hosts, organisers or their guests. The hotel, its owners, management, employees or insurers will not be responsible for actions or any breach of legislation by third parties operating on its premises and furthermore reserve their own sole powers of discretion in disallowing any musical or other performance if they believe the equipment not to be compliant with legal or any other reasonable requirements or expectations.

The hotel reserves the right to amend its Terms and Conditions from time to time and without notice.