

## TERMS & CONDITIONS

**BOOKING** A provisional booking will be held for 14 working days and will not constitute a legal contract.

**PRICE** The provisional price is shown on the booking form and once the booking is confirmed the price will only change if additional requirements are provided by Charney Manor. Charney Manor maintains the right to change the prices quoted on the current price list, giving notice of such increase in writing.

**DEPOSIT** A non-refundable deposit of 10% of the total booking cost & a signed booking contract will be required to secure the booking. The deposit will be deducted from the Final invoice. Any amendments to the booking contract after the deposit has been paid will fall in line with our cancellation policy.

**CANCELLATION POLICY** A cancellation fee is variable subject to notice received and is based on the total contract value.

Notice received:	9 weeks+	deposit only
	6-9 weeks	25 %
	4- 6 weeks	50%
	2-4 weeks	75%
	2 weeks or less	100%

**MINIMUM NUMBERS Bookings** will only be accepted for a minimum of 20 guests over a weekend. The number on the booking form is the minimum number you will be charged for. Any additional guests, subject to availability, will be charged at the appropriate rate. Final numbers are required 14 working days before the event.

**SHORTFALL IN NUMBERS** Any decrease in guest numbers from the original booking contract will incur the same percentage charges as with cancellation, if the reduction falls within the period of 9 weeks or less before an event. Written notification of the decrease will be required.

**INCREASE IN NUMBERS** Should your participant numbers increase, subject to accommodation availability, then we will consider our Booking with you to be for the number of participants confirmed with us 24 hours before the start of the event. Charney Manor will charge for any additional guests arriving on the date or any additional requirements e.g. Day conference Guests, extra meals etc.

**ADDITIONAL ACCOMODATION** Charney Manor offers 23 Bedrooms on a single occupancy basis or 35 Guests on a shared Occupancy basis. If additional accommodation is required, the Gillett's cottage can be added to your booking it offers accommodation for 5 Guests on a single occupancy basis or 8 Guests on a shared basis. The Gillett's must be booked in advance and is subject to availability. There will be a surcharge for the hire, please enquire for the rate.

**TRANSFER OF BOOKING DATES** In the event that you require to transfer your booking to an alternative date, this will result in a loss of deposit.

**CONFERENCE ROOMS** As part of the Conference Residential package one Conference room is included in your booking. Additional Conference rooms must be booked in advance and are subject to availability. A surcharge of £ 50.00 per 24 hours for each additional conference room will be chargeable.

**BREAK-OUT ROOMS** Charney Manor offer free break-out space, where requested, in proportion to the number of guests. All rooms must be booked in advance and are subject to availability. 20+ participants - 1 break-out room/ 40+ participants -2 break-out rooms. A surcharge of £25 per 24 hours for each additional break-out room will be chargeable.

**BALANCE OF INVOICE** A final invoice for the balance will be issued 10 working days prior to the booking commencement date. This invoice must be settled by no later than the date of arrival. All invoices are subject to VAT at the prevailing rate. Payment is accepted by either BACS or cheque, made payable to "Charney Manor". Should a credit agreement have been made in advance with the Manager, final invoices should be settled within 7 days of the booking end date. Interest may be charged on overdue invoices at a rate of 6 % p.a. above Barclays Bank plc base rate as published and varied from time to time.

**ARRIVAL & DEPARTURE TIMES** Arrival and departure times are as stated on the booking contract. Early arrivals or late departures in excess of an hour maybe subject to a surcharge, minimum being a half day conference rate of £18.50 per Guest.

**BEDROOM CHECK IN TIME** : 2.00 pm, If bedrooms are available prior to this time, we will advise your group on arrival.

**BEDROOM CHECK OUT TIME** : Monday – Sunday is 10.00 am this is subject to change at short notice as it depends on the needs of the business. keys to be handed into reception or alternatively dropped in the key box outside reception.

**CATERING** Meal times are: Breakfast 08.30, Lunch 13.00, Supper 18.30. If required, a supper will be provided for a Friday evening arrival at 19.00. Special menu requests will be priced accordingly and in discussion with the Manager. There is no reduction for meals not taken. Vegetarian diet is catered for as standard. If the Guests diet is deemed to be very specific, where produce has to be ordered in or made specifically to suit a guest's dietary requirements a surcharge of £ 7.80 per person per 24 hours (3 meals).

**REFRESHMENT BREAKS** The Residential package includes an arrival Refreshment break and a further two refreshment breaks per day. If you require additional refreshment breaks please book these in advance. Each additional break will carry a surcharge of £ 4.00 per person per break

**EXCLUSIVE USE** Charney Manor reserves the right to book in other groups in order to achieve full Occupancy. Exclusive use may be considered by the Manager. Any agreement should be sought in writing and in advance.

**PETS** Regrettably, pets are not permitted anywhere on site with the exception of registered Guide / Support Dogs by prior arrangement with the Manager

**LOSS OR DAMAGE** We recommend that all participants are covered by insurance. All cars are parked at owner's risk and guests are responsible for insuring their own effects while at the centre. In the event of any loss or damage to the hired facilities or equipment, the cost of making good or replacement will be invoiced to the hirer.

**LOST PROPERTY** Lost property is kept for one month. It can either be collected from our office or we will post it to you at your request. A handling fee of £ 5.00 (plus P & P) will apply. Larger items may incur a higher fee.

**ALCOHOL** Charney Manor does not sell or supply alcohol. Groups are permitted to bring their own alcohol to consume on a social basis with meals. Wine glasses can be provided.

**SMOKING** Please note that Charney Manor is a non-smoking Centre and it is illegal to smoke within the buildings. Charney Manor has two specific smoking areas within our grounds. If it has been found that a Guest has smoked in any of our facilities, a cleansing charge of £ 50.00 will be levied and any damages directly related to smoking will be sought.

**.CHILDREN** Please note that children must be supervised at all times and Charney Manor accepts no responsibility in the event of any unknown, unforeseen, unanticipated and unsuspected injuries, damages, loss and the consequences thereof. If any damages occur to Charney Manor property as a result of unsupervised children, the cost of rectifying the damage or replacement will be sort from the parents.

**In order to secure your booking, please sign and return this form with your deposit payment within 14 working days. Should the confirmation and deposit not be received within 14 working days, your booking will be invalid, and the booking dates will be released.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Print: \_\_\_\_\_

If you would like to be included on Charney Manors email list for latest news, special rates and discounted stays, please tick the box