

The Cavendish Hotel (London) Limited

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The Cavendish
London

TERMS AND CONDITIONS ACCOMMODATION, EVENTS, CONFERENCES & FUNCTIONS

In the contract and in these conditions, the 'Company', 'we' or 'us' means The Cavendish London LTD or any of the hotels operated by the Company. The 'Contract' means any agreement of which these conditions form part. The Contract shall be governed and constructed in accordance with English Law and any variation to its conditions must be agreed in writing.

1. CONFIRMATION

The Agreement must be returned by the Client and received by the Hotel within two working days of the date of issue or, if such time is not available prior to the date of arrival, within a maximum of 24 hours. If the Hotel does not receive the Agreement within this period, the Hotel will release the provisional booking and re-let the facilities.

2. TERMS OF PAYMENT

i. Deposits

An initial deposit of £10.00 for each person is required to confirm the booking. Full prepayment is required one calendar month prior to the arrival date. Should the client fail to pay the requested deposit(s) by due date, the hotel will release the provisional booking. Deposits are non refundable and non transferable.

ii. Final Payment

The outstanding balance of the account is payable one calendar month prior to the event start date. We reserve the right to charge interest at the rate of 2.5% per month on overdue accounts.

iii. Bedrooms incidentals

Unless otherwise agreed in advance with the Hotel, a credit card will be required by individual guest(s) at the time of check in. to cover all costs and/or incidentals.

3. AMENDMENTS AND CANCELLATIONS

- i. In the unfortunate circumstance that you have to cancel or postpone your confirmed booking at any time prior to the arrival, cancellation charges will be raised as follows:

Cancellation/Partial Cancellation/Postponements

Period of notice	Charge
3 months or more	Loss of deposit
Between 2 and 3 months	50% of rates quoted
Between 1 and 2 months	75% of rates quoted
28 days and less	100% of rates quoted

- ii. Any cancellation, postponement or partial cancellation should be verbally advised to the Hotel in the first instance and you will be advised of a cancellation reference number.

Up to 14 days prior to arrival 10% of the total room block held at the previous review may be cancelled without charge.

Should the client make significant changes to the programme or the expected number of rooms, the Hotel reserves the right to amend the rates and/or facilities offered.

Any guests/delegates who do not arrive, or who depart early will be charged at 100% of the accommodation/delegate rate or rates quoted for nights of non-attendance.

We will attempt to resell the cancelled guestrooms and function space due to late cancellation. Should we be successful in selling all the rooms and space at an equivalent rate, there will be no charge. Should we be unable to resell the rooms and function space at an equivalent rate, the schedule as outlined will apply to all unsold guestrooms and function space and Food and Beverage pre ordered charges. We wish to make it perfectly clear that these policies are not designed to generate revenue for us. It is applied only as a means of protection against unrecoverable losses from attrition.

iv. Amendments or Cancellations by the Hotel

The Hotel reserves the right to cancel any booking forthwith or reserves the right to offer alternative facilities without any responsibility on its part in the event of:

- a. Any occurrence beyond the reasonable control of the Hotel which shall prevent it from performing its obligations in connection with the booking.
- b. If the booking might, in the opinion of the Hotel, prejudice the reputation of the Hotel.
- c. If the Hotel becomes aware of any alteration in the Client's financial situation.

4. SUPPLY OF INFORMATION

- i. A full rooming list is to be supplied to the Hotel 10 working days prior to the event.
- ii. A final number of guests/delegates to be received three working days prior to the booking event start date.
- iii. Any amendments, including additions, cancellations, extension to stay must be notified in writing by the Client and confirmed by the Hotel.

5. GENERAL

- i. The Clients shall be responsible for the orderly conduct of its guests/delegates, and shall ensure that its guests have regard to any regulations imposed by any competent authority, and that nothing shall be done which will constitute a breach of the law. The Client shall fully indemnify the Hotel against any claims, or loss or damage arising as a result of breach of this clause.

Prior written approval must be obtained if you wish to fix items to the walls, floors or ceilings. The Hotel will hold the Client responsible for any damage caused through negligence by the Client, the Client's guests or the Client's contractors. An inspection of the premises before and after the event may be requested by contacting the Duty Manager.

Should numbers vary from those specified in this paragraph the Hotel reserves the right, on prior notice to the Client, to change the function room allocations or levy an appropriate room hire charge.

- ii. Where any facilities or services are booked, the Hotel will not be liable to make any refunds should the guests/delegates fail or refuse to use them for whatever reason and full payment must be made.

Where the Hotel is requested to book facilities and/or services on behalf of its clients or their guests with third parties, it will do so in good faith but cannot be held liable should the standard of those services prove deficient, nor for the acts or omissions of such third parties.

- iii. Only food and beverage purchased from the Hotel may be consumed on the premises. If beverages are brought into the Hotel for consumption, this must be agreed in advance with the hotel and corkage charges will apply a charge will be made equal to the Hotel's selling price for that or an equivalent product, which shall be in the absolute determination of the Hotel.

- iv. Bedrooms are offered to the Client for their exclusive use and for their affiliates and is not for resale to non-affiliated parties unless by prior arrangement with the Hotel.

- v. It is strongly recommended that you take out travel insurance. Please contact your preferred broker.

Client signature

Date

Hotel signature

Date
