



Wedding Booking Terms & Conditions

We reserve the right to waive all or part or add to these terms and conditions

When it comes to booking an event on this scale it is important that both parties are aware, at the earliest stage, of the terms and conditions relating to the booking policy and the rights of both sides. Please read through and sign the bottom of this document before paying your deposit.

Payment Terms

- All provisional bookings will be held for 14 days before being automatically released, without notice, if not confirmed.
- Both an initial deposit of £1000.00 (Semi exclusive - £1500, fully exclusive - 25% of the anticipated charges) and a booking contract, signed by both parties, must be received before a booking can be confirmed.
- A second payment, of a minimum of £1250 (Semi exclusive - £1500, fully exclusive – 25% of the anticipated charges) must be received by the hotel 12 months before the event.
- For any bookings taken with in 12 months of the event a second deposit of a minimum £1250 (Semi exclusive - £1500, fully exclusive - 25% of the anticipated charges) must be received by the hotel 8 weeks after the date of confirmation.
- 75% of the total anticipated charges based on the numbers given at the time of booking is due 6 months before your wedding date.
- The full balance, based on finalised details, is payable 6 weeks before the event.
- All accounts are payable on receipt of an invoice, Whitley Hall Hotel reserve the right to charge interest at a rate of 5% per week on overdue accounts.
- Of the initial deposit of £750 (Semi exclusive-£1000, fully excl. £1000) will be retained by the hotel as a security bond. This amount will not appear on the final invoice and will be returned after the event less any cost for damages following the event.
- All payments are non-refundable, but maybe transferred to a different date depending on availability and at the discretion of the hotel management.
- If booking full exclusive use of the hotel the full allocation of 32 bedrooms must be paid for in addition to any other charges. Any shortfall in guest bedrooms not paid for will be added to your final invoice or deducted from your bond.
- If booking semi exclusive use of the hotel then a minimum of 12 bedrooms must be paid for in addition to any other charges. Any shortfall in guest bedrooms not paid for will be added to your final invoice or deducted from your bond.

Final Details

- Confirmation of accommodation requirements must be received by the hotel 12 weeks prior to the event, any provisionally booked accommodation will automatically be released, without notice, if not confirmed by this date.
- Final numbers must be confirmed 1 week prior to the event; a minimum numbers policy is applicable on certain dates which will be chargeable in full if numbers fall below this level. Minimum numbers are at the discretion of the hotel management and will be highlighted to you during the booking process.
- A completed dietary requirements sheet must be returned to the hotel 1 week prior to the event



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Cancellation

- In the event of cancellation written confirmation signed by both clients must be received by the hotel. Failure to comply may incur further charges.
- Cancellation charges will be applicable based on the total anticipated loss of revenue to Whitley Hall Hotel on the following basis:
 - 52 weeks or more prior to event - 25% of current booking value
 - 26 to 51 weeks prior to event - 50% of current booking value
 - 13 to 25 weeks prior to event - 75% of current booking value
 - 12 weeks or less prior to event - 100% of current booking value
- All parties are reminded that deposits and all other payments are non-refundable regardless of when the booking is cancelled or in any circumstances. We strongly recommend that you take out separate wedding insurance.
- Whitley Hall Hotel shall be entitled, at the discretion of the hotel management, to cancel an event upon notice to the client without any liability on its part in the occurrence of one or more of the following circumstances:
 - Any event or circumstance which is beyond the reasonable control of Whitley Hall Hotel
 - Outstanding payments
 - Other circumstances deemed detrimental to Whitley Hall Hotel or and its good name
 - If, in the opinion of Whitley Hall Hotel, either the client or any of their guests, suppliers or representatives act in a manner considered prejudicial to the good name of the hotel, Whitley Hall Hotel will be at liberty to terminate the contract without being liable for any compensation to the client
 - Under all circumstances the stated deposit & payment policy remains as being non-refundable.

General

- Whitley Hall Hotel are required to know of all third-party suppliers for an event and reserve the right to prohibit the same. The hotel must receive copies of liability insurance and PAT testing certificates, where applicable, from all third-party suppliers.
- Whitley Hall Hotel reserves the right to determine acceptable noise levels at an event; all parties are required to adjust to this sound level as dictated by the hotel management.
- Clients and their guests must comply with any reasonable requests from the hotel management during the event; failure to comply may result in Whitley Hall Hotel terminating the contract and event without being liable for compensation to the client.
- The client shall be liable for all losses and damages sustained by Whitley Hall Hotel by them or their guests in respect of the premises, furnishings, decorations or equipment. Whether the same is caused wilfully or by negligence and shall be liable for the cost of replacement, plus compensation for the loss of business caused thereby. This applies throughout the whole period of their wedding day and night and also throughout the duration of accommodation stayovers for them and their guests whether paid for by the clients or the guests themselves. Furthermore, the client would be responsible for any costs associated with the involvement of rapid security response, calling out of the police services, which will be imposed as recompense for the damage caused to the hotel's reputation and any additional staff hours incurred in addressing and resolving incidents.

- The client will be responsible for any accounts left outstanding by their guests and hereby agree to settle payment for such accounts
- Whitley Hall Hotel reserves the right to alter the clients assigned function room and/ or bedrooms for others of comparable suitability.
- Only food or drinks purchased from the hotel may be consumed on the premises unless written permission is given by the hotel management. If food or beverages are brought into the hotel for consumption, a charge will be made equal to the hotel's selling price for that or an equivalent product, which shall be at the absolute determination of the hotel and deducted from the bond held by the hotel. The duty manager may confiscate any food or beverage not purchased at the hotel and return it to you on your departure. Should the request to surrender any food or beverage not purchased at the hotel be ignored by you or your guests the hotel reserves the right to terminate your event. Should this occur, no monies will be refunded. The decision of the manager in charge is final.
- Whitley Hall Hotel reserves the right to review its prices and alter them without notice
- After confirming an event booking the hotel cannot be held responsible for accommodation being fully booked
- Event timings agreed for the day cannot be changed without written permission from the hotel
- Whitley Hall Hotel cannot be held responsible for food quality if it is not served in accordance with the agreed event timing schedule
- All catering must be provided by Whitley Hall Hotel with the exception of the Traditional Wedding Cake and/ or items agreed in advanced with the hotel management.
- Fireworks, Chinese lanterns and confetti are not permitted within the premises or the surrounding grounds. The client will be liable for a cleaning charge if confetti is thrown during their event by the client or their guests (minimum £200.00).
- Whitley Hall Hotel does not accept responsibility for any loss or damage to client's property including, but not limited to, wedding gifts.
- Clients of Whitley Hall Hotel will have use of the facilities as agreed and outlined in the booking process, the hotel reserves the right to accept a second event booking on the same date unless the client has paid for exclusive use of the hotel and surrounding grounds.
- In exceptional circumstances where Whitley Hall Hotel has to cancel or significantly change an event, replacement facilities and/or date will be provided – suitability of replacement facilities/date will be judged by Whitley Hall Hotel. Whitley Hall Hotel will not accept any claim for compensation, expenses or losses incurred by the change or cancellation. All deposit & payment terms apply.
- Whitley Hall Hotel have the right to close down any wedding event if numbers exceed the maximum number of people attending which has been signed for on the booking terms and conditions. Parker suite has a maximum capacity of 60 people for the day and 80 guests for the evening; the Whitley Suite has a maximum capacity of 100-day guests & 120 evening guests.
- In the unlikely event that a client has reason to complain they must inform the hotel immediately. Any verbal notification must be put into writing and delivered to the hotel as soon as possible. The hotel will not accept liability if the client does not notify the problem according to this procedure. Any disputed invoices must be raised in writing within 7 days of the invoice date.
- Any further written information made available to the client of Whitley Hall Hotel shall be incorporated herein and in the event of dispute these terms and conditions will apply.



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- No modification to these terms and conditions shall be binding on Whitley Hall Hotel unless the same is in writing and duly signed by the hotel management
- The laws of England shall govern this contract and any dispute referred to the English courts.
- VAT shall be charged at the prevailing rate.

I accept and agree to the above booking terms and conditions

Signed on behalf of the clients

Partner One	Print Name		Signed		Date	
Partner Two	Print Name		Signed		Date	

Signed on behalf of Whitley Hall Hotel

Wedding Coordinator	Print Name		Signed		Date	
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