



booking terms and conditions

'The Hotel' or we is the Park Hotel, 29 Denmark Street, Diss, Norfolk IP22 4LE and company registration No. 5943998 'The client' you is the organising body, company or organiser responsible for arrangements and payment for the event and will be stated on the contract document. 'The Contract' means a legal binding agreement between the Hotel and the client for a specific booking or a series of bookings. These terms and conditions will form part of the contract together with any other terms stated in the contract. The contract is non – assignable and will be governed by English law. The contract is conditional on the payment of the deposit.

General Room booking & cancellation information

We will require your credit card details, which will be held on file in order to secure the room. We also reserve the right to obtain pre authorisation on your card. If you do not have a credit card we will require one night's deposit in advance.

Cancellation: 48hours. We will require written advance notice of any cancellation prior to your stay. Written notice is defined as a letter, fax or email. Please familiarise yourself with our cancellation policy which we stress, the importance of taking out travel insurance to protect yourself against any financial loss should you need to cancel within the cancellation period.

Payment: We accept most major credit cards. Cheques can only be accepted if supported by a valid cheque card. Please make cheques payable to Kost Hotels Ltd.

Check In: Check in time 2.00 p.m. on the day of arrival. For arrivals prior to 2.00 p.m., we cannot guarantee room availability but we will be happy to store your baggage.

Check Out: Check out time is 11.00 a.m.

No Show Charges: All bookings are guaranteed by a credit card and late arrival. Failure to arrive will result in a no show charge being charged to your credit/debit card to the rack rate of the room booked.

Charges & Payment for Accounts

1. Most major credit cards and debit cards are accepted.
2. Credit is granted at the Hotels sole discretion.
3. The hotel requires at least 14 days notice prior to arrival to arrange any credit facilities, and reserve the right to refuse credit. Accounts must not exceed the agreed credit limit at any time.
4. Credit accounts are payable on receipt of invoice within 14 days after the date of invoice. All invoices are quoted in pounds sterling. Credit accounts will become overdue if not paid within the 14 days, further credit applications maybe refused.
5. Credit accounts not paid within the 14 days will also be subject to a 3% interest charge against the outstanding balance, charged weekly.
6. Deposits for conferences are calculated at 100% of the total estimated gross value of the booking.
7. Guests individual accounts, which are not chargeable to the main account are payable on departure from the hotel.
8. In the event of a disputed charge, the undisputed part of the account is still payable within 14 days and subject to interest at 3% if not settled.
9. In the event that charges not normally payable by the Client are not settled by guests on departure from the Hotel, the client will become liable for all such charges, including applicable cancellation of no show charge.
10. Prices quoted include VAT unless otherwise specified. This shall be at the rate prevailing when the Contract was prepared and is subject to alterations if the rate changes.

Charges & Payment for Weddings

- Deposit for a wedding is 250. The booking is confirmed on receipt of this payment.
- All wedding are to pay 50% of the total estimated gross value 6 months prior to the event and full payment of the pre-booked value to be paid 14 days prior to the event and full payment of the pre-booked value to be paid 14 days prior to the reserved date, with any outstanding balance to be paid on departure.
- Prices quoted include VAT unless otherwise specified. This shall be at the rate prevailing when the Contract was prepared and is subject to alterations if the rate changes.

Confirmation of reservation

- All bookings will be considered as provisional until both the Client and the Hotel sign the Contract. Once both parties sign the Contract the entire booking will be subject to these Terms and Conditions.
- The signed Contract must be returned by the Client and received by the Hotel within 7 working days. If we do not receive the Contract promptly, the Hotel reserves the right to release the provisional booking and re-let the facilities.
- Numbers must be advised to the Hotel at the time of the booking and confirmed in writing and then be contracted. Final timings and menus and special requirements must be confirmed to the Hotel at least 7 days prior to arrival.
- All prices are subject to change until confirmed by the Hotel's authorized signature of contract or, where such prices are not specified in the Contract they will be in the Hotels published literature.

Amendments by the Client.

1. Amendments to guest numbers and/or arrangements must be confirmed to the hotel in writing.
2. Reductions in the duration or contracted value of the booking shall be subject to the Hotel's cancellation policy.
3. No charges will be made for reduction of numbers of less than 5% from those stated on the Contract, provided they are received in writing by the Hotel at least 14 days prior to arrival.
4. Should any further reductions in numbers or accommodation be made at any time prior to the event, the Hotel will, first endeavour to re-sell any facilities and services related, to a similar value? In the event that the facilities and services cannot be re-sold, then any reductions will be charged at 100% if the facilities and related services are not re-sold.
5. Any reductions in numbers or accommodation, within 14 days of the event will be charged at 100% if the facilities and related services are not re-sold.

Cancellation by the Client

1. In the unfortunate event that the client has to cancel all or part of the event, the Hotel will make every effort to re-sell the facilities.
2. Cancellations, postponements or partial cancellations, must be notified by the Client to the Hotel both verbally and in writing at which stage you will be advised of a cancellation reference number and an estimate of the cancellation charge.

Cancellation Period	Percentage
12-6 months prior	Up to 25%
3-6 months prior	Up to 30%
1-3 months prior	Up to 50%
One month prior	100%

Amendments or Cancellation by the Hotel

1. Should the Hotel, for reasons beyond our control, need to change the Event arrangements then it will use all reasonable endeavours to offer the client alternative comparable facilities at no additional cost or liability. In these circumstances the Client may accept the alternative facilities or decide to cancel the contract and accept the return of the deposit, and any other monies paid in advance of the event. This is the limit of the Hotels responsibility
2. The Hotel reserves the right to judge acceptable levels of noise or behaviour of Clients, guests or representatives, who must take all steps for corrective action as requested by the Hotel. In the event of failure to comply with the management requests, the Hotel may terminate the booking or stop any event immediately without being liable for refund or compensation.
3. The Hotel will not be liable for any failure or delay in providing facilities, services, food or beverages as a result of events matters outside its control, (including but not limited to fire, storm, explosion, Act of God, action of Government or Governmental agency, shortage of materials or goods, strike or lockout)

Displays and Equipment

1. If displays, merchandise, or exhibitions are to be used, the Hotel's prior approval must be obtained. All activities must comply with all statutory and health and safety regulations. The Hotel accepts no responsibility for the security, loss, destruction or damage to any items regardless of cause.
2. Prior written approval is required from the Hotel if you wish to fix items to the walls, floors and ceilings.

General:

1. The bedroom accommodation is available from 2.00pm on the day of arrival, and must be vacated by 11am on the day of departure, unless the hotel has agreed specific arrangements.
2. Children under 12 years old stay free on the basis of one child per room is staying with two adults. Cots are available free on request, subject to availability. Children under 18 years old must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate to other guests within the hotel.
3. All published rates include VAT at the current rate. Accommodation rates are per room per night and include an English breakfast.
4. The Client must reimburse the costs of cleaning or repairing and damaged caused to the hotel property, contents or grounds by any guests to the hotel.
5. The Client is responsible for ensuring that any band, musician or other contractor employed by them complies with statutory requirements and the requirements of the hotel management, to include sound level management.
6. In accordance with section 2(3) of the Hotel proprietors act 1958 the hotel accepts no responsibility to the client in respect of any such claims made against the client by any member of their guests / group in respect of loss or damage to property. The client is advised to arrange adequate insurance cover.
7. The Hotel does not accept responsibility for damage or for theft of vehicles parked at the Hotels premises
8. Should any delegates / guests be unable to correct an aspect of poor behaviour or activities that are deemed unacceptable to the hotel, the hotel reserves the right to terminate their stay. Should this occur, no monies will be refunded to you. The manager's is final
9. It is the policy of the hotel not to discriminate on the grounds of colour, race, nationality, creed, sex, marital status, ethnic origin or disability,. Clients, their employees, guests and all sub contractors engaged by or on behalf of the client are expected to adhere to this policy and the hotel may, without incurring any liability to the client, remove from the hotel any persons offending against the policy.
10. The Hotel is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by clients, their guests and representatives.
11. No wines, spirits, beers or food may be bought into the hotel or hotel grounds by the client for consumption or sale on the premises without written consent of the hotel for which a charge may be made by the hotel.
12. The Hotel will not be liable for any failure to provide or delay in providing facilities, services, food or beverage as a result of events or matters outside of its control, including industrial action by either staff or contractors.

Privacy Policy:

1. Personal information collected from the client is used to fulfil your request for services or to send you confirmation details and if necessary to inform you of updates or changes to hotel plans.
2. The Hotel does not modify, copy, distribute, license, sell or redistribute any or your personal file.
3. The hotel will not seek or hold information about you which is excessive for its purposes and will endeavour to keep information about you up to date and correct.
4. The Hotel will delete from its systems all details held about you which are no longer necessary and endeavour to protect your personal data against unauthorised or unlawful use.

Comments or Complaints:

Any comments or complaints should be put to: The General Manager at The Park Hotel. If you feel your complaint has not been handled or dealt with sufficiently or fairly then please put your comments or complaints in writing to:

Tracey Davis
The Park Hotel
29 Denmark Street
Diss
Norfolk
IP22 4LE

This incumbent upon all organisers of events to ensure that all participating are aware of the conditions stated above
I have read, understood and agree to all the terms and conditions.

Print

Signed

Signed (Client)

(For and behalf of The Park Hotel)

Date

Date.