



EVENTS AND CONFERENCES - TERMS & CONDITIONS

Thank you for choosing to hold your event at the Kings Court Hotel - We hope you will enjoy your event. The following Terms and Conditions form the terms of a legally binding contract between us and you.

(1) DEPOSIT

A deposit of £250.00 is required at time of confirmation to guarantee your reservation. All deposits are non-refundable. At the discretion of the hotel, we may be able to move your deposit to another date.

(2) CONFIRMATION OF FINAL NUMBERS & MENU CHOICES

If your reservation includes a meal at the Kings Court Hotel, we require final numbers and menu choices two weeks prior to your event. In the event of your final numbers being less than we originally quoted for, we reserve the right to change the price of your event and/or change the room venue and its exclusivity.

Final payment is required two weeks prior to your event. Any reduction in numbers or cancellation within two weeks will be charged at 100% cancellation fee.

(3) BUFFET MENUS

Though our portion sizes are not small, it is necessary to cater for the total number of guests attending so that there is ample food for everyone. Buffets can only be left available to guests for a maximum of 2 hours, after which they must be removed due to health and safety regulations. Any food leftover is the property of the hotel and cannot be taken home.

(4) PAYMENT

We accept payment by credit card or debit card, by cheque with a bank card, by bank transfer and in cash. Any company ledger accounts must be previously agreed. Payment for any outstanding balance or extras incurred during your stay will be payable on departure.

All bookings need to be guaranteed with a credit or debit card, by deposit or company ledger, and upon arrival you will be required to provide your card details which we may take payment from in the event of:-

- (a) Chargeable damages/breakages
- (b) Breach of Smoking Policy or Anti-Social Behaviour
- (c) Any extras incurred

(5) CANCELLATION BY YOU

If you cancel your event/meal more than 2 weeks before the event, your deposit will be forfeit. Any cancellations between 2 weeks and the event day will be charged at 100%. Please note that for accommodation bookings, conference only bookings, or for groups of 10 or more and at certain times of the year, the cancellation and payment policy may differ to the above terms and conditions. You will be notified of this at the reservation stage if this is the case.

KINGS COURT HOTEL, KINGS COUGHTON, ALCESTER, B49 5QQ

T. 01789 763111 E. INFO@KINGSCOURTHOTEL.CO.UK W. WWW.KINGSCOURTHOTEL.CO.UK

(6) CANCELLATION BY US

In the unlikely event that we are forced to cancel your booking we will attempt to offer you an alternative. If a suitable alternative is not available or acceptable to you, then we will refund all the monies already paid by you and confirm that you will not be liable for any further payments to us. The venue will not accept any claim for compensation, expenses, costs or losses incurred by the client as a result of the change or cancellation.

The Kings Court reserves the right to refuse entry or cancel bookings of guests who behave inappropriately towards the staff, other guests, or the property. The duty manager also has the right to ask a guest to leave the premises for inappropriate behaviour or verbal abuse. In such incidences, no refund will be given.

(7) SPECIAL REQUESTS

Any special requests must be made known at the time of booking. We will endeavour to meet the request, however failure to meet any special request will not be a breach of contract on our part.

If you or any member of your party has any medical problem or disability which may affect your event, please make this known before you confirm your booking. If we reasonably feel unable to properly accommodate the needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.

(8) PRICES AND OFFERS

The Kings Court reserves the right to change the pricing and detail of any goods, services, or special offers advertised in our brochure or on the website without prior notice.

(9) YOUR OBLIGATIONS

(a) To advise the venue of any inaccuracies made regarding the event confirmation or any other document within 48 hours of receipt of it. We regret we cannot accept any liability if we are not notified of any inaccuracies in documentation in accordance with this clause.

(b) To advise and obtain agreement from the hotel for any changes in numbers or details for your event. We reserve the right to charge for any additional charges not advised or included in your final quote.

(c) You will be liable for any damages or extra costs incurred by you or any member of your party. Full payment for any damage or charges must be paid directly at the time to the hotel.

(10) OUR LIABILITY

We do not accept any liability for injury, illness, death, loss, cost or claim of any description, to you or other members of your party with regards to property, goods or personal injury (including other members of your party) whilst on our premises, unless caused by negligence on our behalf.

(11) DATA

Any data collected as a result of your booking will be stored in accordance with the provisions of current data protection legislation.

(12) COMPLAINTS

We hope your stay with us will be enjoyable, however, if you do have a complaint, please let our receptionist or duty manager know at the time of your stay, so we can help put things right. Any complaints in writing, please email to info@kingscourthotel.co.uk.

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