

Conference Terms & Conditions

at The Red Lion Country Inn, Clanville, Andover, Hampshire

Client/Company Name:

Date/s of Conference:.....

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Valid 31/07/09 to 31/07/10

Section 1 - Confirmation of conference reservations

All bookings are considered provisional and will only be held for 48 hours from the time of the enquiry. Thereafter we reserve the right to re-let the facility without notification.

Section 2 - Cancellation Charges

If cancellation becomes necessary after a booking has been confirmed, the following cancellation charges become due-

- 1 month+ : No charge
- 3 weeks : 20% of the room hire charge becomes due unless the facility is re-let
- 2 weeks : 30% of the room hire charge becomes due unless the facility is re-let
- 1 week : 40% of the room hire charge becomes due unless the facility is re-let
- 3 days : 50% of the room hire charge becomes due unless the facility is re-let

Section 3- Postponement Charges

If it is necessary to postpone after a booking has been confirmed, half of the listed Cancellation Charges will apply based on the information listed above in "Section 2—Cancellation Charges"

Section 4 - Payment Terms

- Unless credit terms have been agreed, full payment will become due on the day of the event
- If credit terms have been agreed full payment will be due within 30 days. Any queries with the invoice total must be raised within 7 days of the invoice date.
- If credit terms have been arranged and payment is not received within 30 days an interest charge of 10% will be incurred and charged to the final account
- A further 10% will apply every 30 days thereafter until full remittance is received
- Payment will be accepted by either BACS, cash, debit card or 1 cheque made payable to D.J & J.H North
- Master card/Visa is subject to 2% surcharge

Section 4 - Room Hire/Equipment/Catering Charges

See information listed on page 2 "Conference Reservation Information". All charges will be confirmed in writing by The Red Lion Country Inn in advance of the event.

Section 5 - Access & Departure

Conference suites will be available 30 minutes in advance of the pre-arranged time. 8.30am is the earliest access time in the mornings without additional hire charges applying. If access is required before this time arrangement must be made in advance. Room hire charges will apply to conference suites which are not vacated within 30 minutes of the pre-arranged departure times—the latest time of 5.30pm applies before additional room hire becomes due.

Section 6—Bar Hire & Licensing Legislation

Opening times for The Lounge Bar are the same as the opening times for the general public. If the bar is required to be opened out of the usual times, bar hire charges will apply. Bar hire charges & bar extension application charges are listed on "The Terms, Conditions and Additional Charges" sheet. The client/organiser/signee responsible for ensuring that persons under the age of 18 years, who are attending the event are not offered or left in a position to obtain alcohol.

Section 7 - The Provision of Food & Drink

- No wine, spirits, soft drinks or food may be brought on to the premises of The Red Lion Country Inn by customers or guests for consumption on the premises.
- If unauthorised goods are brought on to the premises, The Red Lion Country Inn reserves the right to charge an appropriate amount to the signee/clients/organisers' final invoice. Charges will be based on the menus, wine lists and bar prices of The Red Lion Country Inn or priced as similar items.
- No items, food or equipment may be taken from The Red Lion Country Inn for use/consumption off the premises. Items that are removed without authorisation may be considered as theft and the cost charged to the organiser/client.
- The Red Lion Country Inn reserves the right not to offer "Corkage" terms.
- Menus, wine lists and prices are subject to alteration without notice and include V.A.T only where stated
- Any alterations to the number of guests attending a function, or the number of guests requiring catering arrangements, or menu alterations must be made in writing no less than 24 hours before the event takes place by the signee/client/organiser with minor alterations being made on arrival on the day of the conference.
- Additional services/food/drink ordered by the signee/organiser during an event will be charged in full to the final account

Section 8 - Etiquette

The Red Lion Country Inn reserves the right to judge an acceptable level of noise or behaviour from the client, guests or representatives. The client/organiser/signee/representative must take all steps necessary to correct any behaviour deemed unacceptable by The Red Lion Country Inn. Upon failure to comply with management requests, The Red Lion Country Inn reserves the right to terminate the contract and stop the event without being liable for any refund or compensation.

Section 9 - Damage & Theft

The client/organiser/signee/representatives shall be responsible for any damage to or theft from the allocated rooms, or the furnishings, utensils and equipment therein by any act, default or neglect of the signee/client/representatives/organiser, their guests or subcontractor/s, and shall pay The Red Lion Country Inn on demand the amount required to make good or remedy any such damage.

Section 10 - Fire Regulations & Safety

The client/organiser/signee/representative undertakes to be responsible for ensuring that the fire exits within the allocated function rooms remain clear and are not obstructed by any equipment, or furniture.

Section 11 - Complaints Procedure

In the case of any complaint or concerns with the arranged event the signee/client/organiser should raise the matter with David or Jennifer North during the time of the event. The matter should be followed up in writing within 48 hours of the event taking place. Any query with the invoiced total must be advised within seven days of the invoice date.

Client signature:

Name printed :

Date :