



Christmas

2026

TERMS & CONDITIONS

PAYMENT SCHEDULE

The following payment terms apply depending on the event booked:

- Murder Mystery Evenings, The Big Christmas Bash and Festive Flashback Shared Party Nights - £20 per person deposit required at the time of booking. Full payment due no later than 6 weeks prior to the event date.
- Buffet and Boogie Shared Party Nights - £15 per person deposit required at the time of booking. Full payment due no later than 6 weeks prior to the event date.
- Christmas Day Dining - 50% per person deposit required at the time of booking. Full payment due no later than 13th November.
- New Year's Eve Dinner, Dance & Stay - 50% per person deposit required at the time of booking. Full payment due no later than 19th November.
- The Whoville Family Feast - Full payment required at the time of booking when booking online.
- Private Party Nights and Lunches - £20 per person deposit required at the time of booking. Full payment due no later than 6 weeks prior to the event date.
- Festive Lunches and Afternoon Teas - Full payment due on the day of the booking. For parties of 9 guests or more, a £10 per person deposit may be required at the time of booking.
- Festive Spa Days - Full payment required at the time of booking.

GENERAL BOOKING TERMS

1. Acceptance of Terms

Payment of any deposit or balance constitutes acceptance of these Terms and Conditions.

2. Provisional Bookings

Provisional bookings will be held for 7 days only. If the required deposit is not received within this period, the hotel reserves the right to release the booking without further notice.

3. Non-Refundable Payments

All deposits, part payments and full payments are strictly non-refundable and non-transferable in the event of cancellation, reduction in numbers or non-attendance. As Christmas events are seasonal and the hotel may be unable to re-sell cancelled places, all payments are strictly non-refundable.

4. Reduction in Numbers

Reductions in guest numbers after payment has been made will result in forfeiture of monies paid for those guests. Such monies may not be offset against the remaining balance, beverages, accommodation or any other services.

5. Payment Deadlines

All bookings are subject to full cleared payment being received by the specified due dates. The hotel reserves the right to cancel any booking where payment deadlines are not met.

6. Final Details

Final confirmed guest numbers, individual meal selections (by guest name) and any pre-ordered beverages must be provided no later than 6 weeks prior to the event date. Amendments after this date cannot be guaranteed.

7. Group Payments

One single payment per booking is required. Individual payments from attendees will not be accepted.

8. Payment Methods

Where payment is made via BACS transfer, the booking reference must be quoted. The hotel accepts debit/credit card or BACS payments only. The venue operates a cashless policy and does not accept cash or cheques.

9. Event Changes or Cancellation by the Hotel

The hotel reserves the right to amend, reschedule or cancel any event at its discretion. In the unlikely event of cancellation by the hotel, an alternative date

will be offered or a full refund of monies paid will be provided. This shall constitute the hotel's total liability.

10. Guest Conduct

Management reserves the right to refuse admission or service to any guest whose behaviour is deemed inappropriate, unsafe or disruptive.

11. External Food & Drink

No corkage is permitted. Only beverages purchased on the premises may be consumed within the hotel.

12. Age Restrictions

Shared party nights are strictly for guests aged 18 years and over. Valid identification may be requested.

13. Accommodation

Party night accommodation must be paid in full at the time of booking. Discounted accommodation rates are subject to availability and cannot be used in conjunction with any other offer.

14. Shared Tables

Smaller group bookings may be seated on shared or "joiner" tables with other parties.

15. Minimum Beverage Spend (Private Events)

Private events may be subject to a minimum beverage spend requirement depending on the suite and date selected. Where applicable, this must be prepaid or secured via card pre-authorisation. Any shortfall against the agreed minimum spend will be payable on the night of the event.

16. VAT Receipts

VAT receipts may be requested following the event date.

LIABILITY & EVENT CONDITIONS

17. Damage to Property

The organiser of the booking will be responsible for the conduct of their guests and liable for any damage caused to the hotel property, fixtures, furnishings or equipment.

18. Loss of Personal Property

The hotel does not accept responsibility for the loss, theft or damage of personal belongings brought onto the premises.

19. Force Majeure

The hotel shall not be liable for failure to perform its obligations where such failure is caused by circumstances beyond its reasonable control, including but not limited to acts of God, fire, flood, adverse weather, government restrictions, strikes or any other unforeseen events.

SPA TERMS

20. Late Arrivals

Arriving late will result in reduced treatment time. Treatments must end at the scheduled time so that the next guest is not delayed. The full treatment price will still apply.

21. Spa Cancellation Policy

Please notify the hotel at least 48 hours in advance if you wish to cancel or reschedule your appointment. Treatments cancelled within 48 hours of the scheduled appointment will be charged in full.

CANCELLATION & RECOVERY

22. Christmas Event Cancellation Policy

In the event of cancellation by the organiser, all deposits, part payments and full payments are strictly non-refundable and non-transferable. Where payment deadlines have passed, the full contracted balance remains payable even if the event is cancelled, reduced in numbers or not attended.

23. Outstanding Balances

The hotel reserves the right to pursue recovery of any outstanding balances in accordance with the booking agreement and these Terms & Conditions.

