

## THE SMALL PRINT

All bookings made by Customers in respect of meetings/conferences/functions at Best Western Plus Nottingham City Centre are accepted by Best Western Plus Nottingham City Centre, (herein called "the Hotel") upon the following terms and conditions:

### WHAT HAPPENS IF I NEED TO CHANGE MY NUMBERS OR CANCEL MY MEETING/EVENT?

You are able to change your numbers right up to the day of the event. However, should you have to change your numbers or cancel your booking a charge may be made equivalent to any loss suffered by the Hotel as explained in the following conditions:

- All changes are notified prior to the time scales set out in the grid below and do not result in a number less than any agreed number if applicable.
- Any costs incurred for a particular event that otherwise would not have been incurred will be charged in the event of cancellation.
- If we are able to subsequently relet the accommodation for the same dates at a similar value again no charge will be made for cancellation of event.
- The Hotel reserves the right to change agreed conference rooms with appropriate discussion if indicated numbers do not materialise, and will keep the customer informed.

### AMENDMENT AND CANCELLATION CHARGES BREAKDOWN

Amendment and Cancellation Charges - any number	
Between 24 and 12 weeks	10% of the total booking value
Between 12 and 6 weeks	20% of the total booking value
Between 6 and 4 weeks	30% of the total booking value
Between 4 and 2 weeks	70% of the total booking value
Between 2 weeks and 72 hours	90% of the total booking value
Less than 72 hours	100% of the total booking value

### NUMBER TO BE CHARGED

- Provisional numbers will be asked for at the time of booking and the Hotel reserves the right to set a minimum number to be charged for the event
- See minimum number on booking form
- Final numbers must be confirmed 3 working days prior to the event

### REBOOKING OF THE EVENT

- Should you be able to rebook a similar event of similar value at a time acceptable to the hotel manager 25% of any cancellation charge will be credited to the rebooked event

### WHEN DO I HAVE TO PAY?

- If you or your company do not have credit facilities with the Hotel, then payment is to be made by credit/debit card and this request will be made at the time of contract. This card will be charged in the event of cancellation or non-arrival of a meeting/conference/corporate function for necessary charges. On arrival at the venue, the card must be produced by the card signatory prior to the meeting/conference/corporate function for payment.
- **For weddings or private functions, a minimum non-refundable deposit of £500 or 20% of the total booking value - whichever is the greater will be required.**
- The outstanding balance of the account is payable by the customer on completion of the meeting/conference/corporate function, unless alternative arrangements have been agreed with the Hotel. The customer is responsible for the checking and settlement of accounts.
- Full payment of the balance is then due one calendar month before the event, unless credit facilities have been arranged with Best Western Plus Nottingham

### HOW DO I GET CREDIT?

A credit application form is available on request if you are not recognised as a credit customer. Credit references are required for all customers requiring credit facilities, but do not guarantee credit can be granted. Where credit is extended, all payments are to be made to the Hotel within 14 days of the presentation of invoice. In view of the high costs of financing, interest will be charged at 3% over base rate monthly on amounts remaining unpaid at the end of the two weeks after the date of invoice. Credit facilities are not available for weddings parties or private functions.

### WHAT HAPPENS IF THE HOTEL CANCELS MY BOOKING?

The Hotel may cancel the booking:

- If the Hotel or any part of it is closed due to fire, dispute with employees, alterations, decoration or by order of any public authority;
- If the customer or the Hotel becomes insolvent or enters into liquidation or receivership; or in the case of an individual becomes subject to a bankruptcy petition.
- If the customer is more than 30 days in arrears with payment to the Hotel for previously supplied services;
- If it might prejudice the reputation of the Hotel. In such event, the Hotel will refund any advance payment made, but will have no further liability to the customer.

### VARIATION TO THE TERMS AND CONDITIONS

Where the Hotel's General Manager judges that the degree of protection afforded by this policy is insufficient for the degree of risk he undertakes when contracting a specified piece of business, he may seek agreement in writing to different terms at the outset of the contract.

### ANYTHING ELSE?

Just a few points:

- No food or beverages of any kind may be brought into the Hotel property by customers or guests for consumption on the premises unless prior permission sought
- The customer assumes responsibility for any and all damage caused by him or any of his guests or other person attending, whether in rooms reserved or in any other part of the Hotel and shall pay the Hotel on demand the amount required to make good and remedy any such damage.
- Affixing signs, displays and posters to walls may only be carried out within the authorisation of the Hotel.
- It is a term of letting that goods and services cannot be bought or sold on the premises, and no tickets may not be sold at the door unless prior permission is sought.
- The client will always comply with the statutory laws concerning licensing relevant to the event
- It is agreed that you're not acting on behalf of someone else
- **Should you wish to employ the services of any outside contractor other than those arranged by the Hotel at your function you must undertake to indemnify the Hotel against any claims made against them resulting from an act or default by any of your servants or caused by any equipment supplied by yourselves; this indemnity is also to include cover under the health and safety at work act 1974. Any outside contractor employed by the customer must report to the banqueting manager or the Hotel engineer and contractors must comply with appropriate legislation including the fire precautions act. We reserve the right to refuse access, without prejudice to any contractor. In the case of bands/singers, discos and entertainment the required 'public liability insurance' is in place.**
- The Hotel name, logo and telephone number cannot be used in any advertising or publicity, without the prior knowledge and consent of the General Manager

### HOW ABOUT INSURANCE?

After all this, you may well consider it worthwhile arranging insurance. We suggest you arrange this independently. Now that you've read 'the small print', please sign and return a copy to confirm that you received and agreed to our terms of business so we can proceed with your booking.

The Hotel cannot accept responsibility for the property of customers or guest of the Hotel and does not accept liability for the damage or loss of any equipment or personal belongings brought onto the premises of the Hotel.

PLEASE PRINT YOUR NAME	
SIGNATURE	
DATE	