



Downe Arms Hotel terms and conditions

Functions and Events Terms and Conditions

Booking Your Function

- Speak to a member of the events team at reception about the event you are looking for. We will gladly put together a bespoke menu and / or quotation tailored to meet your exacting requirements. When you are happy with your menu and / or quotation please provisionally hold a suitable date for your event.
- During this two week period please confirm your booking by returning a signed copy of the events and function booking form enclosing a non-refundable / transferrable deposit of £150 / or £5 per person whatever is greater. Your event date and the room is not guaranteed until receipt of your deposit.
- We require final numbers and menu choices (if applicable) at least 2 weeks before the function. When we have these numbers we will provide you with a final balance due before your event. Payment should be made in full at least 7 days before your event.

Please read our Terms and Conditions then complete your details, signing below to confirm that you accept them. All bookings remain provisional until this signed form and your deposit has been received.

Name of Organiser

Email Address.....

Day Time Telephone: Mobile

Event Date.....

Type of Function.....

Time of Function

Function Room Booked.....

Menu / Package Booked

Minimum No. of Guests Attending (that you are contracting to)

Any other Information.....

.....

Type of payment for deposit Card Payment / Cash / Cheque

By signing I accept the Terms and Conditions of the Downe Arms Country Inn

Signature of Organiser Date.....

Downe Arms Cancellation Terms and Conditions

Confirmation/ Deposits

Event/ Function Confirmation

Bookings will be deemed provisional until the Booking Form (for functions, events and weddings) is returned duly completed and signed to the hotel, with the appropriate non-refundable booking fee

Deposit and Payment

We require a non-refundable £150 / £5 per person deposit to confirm the booking whichever is greatest. Final numbers must be given to the Downe Arms at least 2 weeks before the date of the Event -the client balance due will be based on this confirmed number. Final payment should be made at least 7 days before the event. Any drop in numbers made less than 1 week before the event cannot be refunded. All extras must be settled before departure. We do not charge for Credit Card payments and payments may be made via BACS, card or in cash.

Afternoon tea bookings

We require 24 hours' notice for afternoon tea bookings being cancelled as these are freshly baked. We also require at least 2 working days' notice for any bookings.

Accommodation

Individual Bedroom booking

We require card details to secure the booking Cancellations and amendments can be made up until 48 hours prior to your day of arrival otherwise a charge, equal to one night's stay, will apply. In the event of a non-arrival the same cancellation terms apply and the card to guarantee the room will be charged.

Group booking of rooms or significant one-off booking (6+ rooms)

In the event of a Block Booking with rooms being cancelled, the following cancellation charges will apply and extend to the total charge, which includes any required accommodation, function room hire, equipment, pre-booked food and beverage charges.

Cancellation Clause	Percentage
30 days or more prior	25% of total charges
15 days prior	50% of total charges
7 days prior	100% of total charges

1. The Hotel will endeavour to re-let the bedrooms and a reduction of the cancellation fee will be made in the event that the Hotel is successful in doing so. All cancellations must be received in writing/ by email from the client.
2. The Hotel reserved the right to cancel the client's booking, if there has been a significant change in the client's original contract (e.g. Number of days). Written notification will be sent to the client by the Hotel.
3. Any postponements of confirmed and contracted business will be considered as a cancellation in accordance with the Cancellation Clause.
4. Any rooms associated with the booking not taken up by 12 noon on the day of arrival, will be released unless they are guaranteed by the company or a credit card. Should a guaranteed booking not arrive, the amount for the full stay will be charged.
5. The Hotel undertakes to provide the Client with at least 5 weeks' notice should the Hotel need to relocate any bookings to a hotel of at least similar standard.

Restaurant reservations of tables of 6 or more

Tables of six or more guests will be required to confirm their booking by credit card or cash deposit of £10 per person which is non-refundable in the event of cancellation, this will be deducted from the final bill. (This applies to bookings made on Friday and Saturday evenings and Sunday lunch). All other large bookings of 6 or more will be at our own digression. In addition a pre order may be required to assist service and availability of food at peak periods or days, this will be advised in advance.

Buffet Packages

These are priced on a per person basis only for total number of guests attending. In all events these will require pre-payment and cancellations will be based on Events and Private dinner. They are not priced individually for children, please see 'Children' section for more information

Christmas and Special events

These include Xmas Day, Party Nights, New Year`s Eve – these will require full pre paying prior to the event details will be advised at the time of booking.

Children

There is no charge for children 2 years and under as we do not provide any food; Children aged three years to ten will be charged at 50% the adult tariff.

Wedding:

CANCELLATION

- a.) By the customer – All cancellations are required in writing. In the event of a cancellation we regret that all monies are non-refundable and non-transferable. Cancellations received within 3 months of the event date require the full contracted amount to be paid.
- b.) By the hotel – The hotel reserves the right to cancel the booking at any time and without obligation to you in any of the following circumstances: if the hotel or any part of it is closed due to fire, alteration or re decoration, by order of the public authority or through any reasons beyond the hotel's control. If you become bankrupt or insolvent or enter into liquidation or have an administrative receiver or receiver appointed overall or a substantial part of your assets. If you are more than 30 days in arrears with payments to the hotel or company, or in the case of the final payment 10 days. If the event may in the hotel manager's reasonable opinion prejudice the reputation of the hotel.

In the event of cancellation by the customer the following charges would apply:

More than 12 months	loss of deposit
12 – 6 months	loss of deposit plus 25% cancellation charges
6 – 3 months	loss of deposit plus 50% cancellation charges
Less than 3 months	loss of deposit plus 100% of charges

Cancellation charges based on number of guests expected and price of package selected.

If it is necessary for you to cancel your event, please note that your booking will not be deemed as cancelled until you have received written confirmation to this effect by the hotel.

In all circumstances we would strongly recommend you take out wedding insurance estimated between £25 - £30 per event

Conference or Event or Private Dinner:

1. Cancellation by the customer

a) Should you cancel your booking a charge must be made equivalent to any loss suffered by the hotel, including the loss of business. All cancellations must be made in writing/ via email to the hotel. Costs incurred for any equipment hired by the hotel on your behalf will be added to any cancellation fee.

b) The following percentages of the total amount pre-booked will be charged:

- If cancellation occurs 8-16 weeks before an event, cancellation is 25% of total charges was 50%

- If cancellation occurs 4-8 weeks before an event, cancellation is 50% of total charges was 75%

- If cancellation occurs 2-4 weeks before an event, cancellation is 75% of total charges was 100%

- If cancellation occurs 2 weeks or less before an event, cancellation is 100% of total charges.

c) NO CHARGE will be made if the venue can be resold for the same date(s) at a similar fee. When calculating the above periods, the actual day(s) of event will not be taken into account.

d) All cancellations must be received in writing by the hotel. Cancellation charges will be based upon the date on which written cancellation is received.

2. Cancellation by the hotel

The hotel may cancel the booking at any time and without any obligation to you in any of the following circumstances:

a. If the hotel or any part of it is closed due to fire, alteration or re-decoration, by order of any public authority, or through any reason beyond the hotel's control.

b. If you become bankrupt or insolvent or enter into liquidation or have an administrator, administrative receiver or receiver appointed overall or a substantial part of your assets.

c. If you are more than 30 days in arrears with payments to the hotel or the Company for previously supplied services.

d. If the event may, in the Hotel Manager's reasonable opinion, prejudice the reputation of the hotel.

Corkage, Drinks and Outside Catering:

We do not allow you to bring your own alcohol of any kind to the Downe Arms Country Inn (this includes miniature bottles of alcohol or homemade alcohol, to use as favours, for example). We do not allow corkage or outside catering at the Downe Arms Country Inn. We do, however, allow Chocolate Fountains, Bouncy Castles and Photo Booths (and other such facilities) at a premises charge of £40. If you have any questions about any of the above please do ask.

Minimum Numbers:

Should any drop in numbers be made before the event we reserve the right to calculate a cancellation charge equal to the cancellation terms above per person based on the notice given to the Downe Arms Hotel. The hotel will however always accept the first 10% variance in numbers without any charge. Any reduction in numbers above the 10% variance will be charged at 50% the initial cost.

Damage:

Any loss or damage to the property venue is the responsibility of the client whose name the event is booked in. Clients will be charged repairs and replacements at replacement cost price. This applies equally to any linen found to have been damaged or misused by clients.

Smoking Policy:

Inside the hotel it is strictly 'no smoking' and 'no vaping' however access to the outside is very easy for those guests who wish to smoke.