



## INTRODUCTION

Pontlands Park is a privately owned three star hotel that provides a unique combination of homely comfort and exceptional service. Built in 1879 Pontlands Park features Victorian period architecture cleverly combined with more contemporary design.

The original house has been sympathetically extended and today has 35 luxurious bedrooms. All of the rooms are en-suite and complete with all of the facilities you would expect from a three star hotel, plus a little more, all designed to make your stay comfortable and enjoyable.

Pontlands Park is set in the Essex countryside to the east of the City of Chelmsford and conveniently located only a 15 minute drive from the M25, 30 minutes from Stansted and Southend Airports and only 25 minutes by train to Westfield at Stratford and 35 minutes from London Liverpool Street.

## LOUNGE AND RESTAURANT

The Lounge and Restaurant at Pontlands Park offer something for everyone, whether you are staying at the hotel, just want to drop in for a coffee or enjoy lunch, afternoon tea or dinner.

Decorated in a relaxed contemporary style that fits well within the traditional building; comfortable chairs, plenty of natural daylight, free WiFi and our friendly staff make it the perfect place for a get together with friends and family or to escape the office and get some work done while enjoying a coffee.

The menus offer a selection of freshly prepared, seasonal dishes and where possible local ingredients are used, the little ones haven't been forgotten with a kid's menu offering more than the usual nuggets and chips and on a Sunday we offer a fabulous, family friendly carvery lunch. As well as a great menu we also offer a carefully chosen wine list, which includes 14 varieties available by the glass.

Our very popular afternoon tea is available 7 days a week, all the cakes and sweet treats are made in house and the scones are served with the world-famous Tiptree jam.

The flexibility of the space available means whether you are looking for dinner for two, a relaxing meal with the family or to celebrate a special occasion, we can help. Reservations are recommended, especially at weekends, although not essential.

If you are looking to enjoy a celebration in private it is possible to book one of our dining rooms for 16 - 32 guests, we can offer a fixed price menu or create something to suit you and your guests.

## CONFERENCES AND EVENTS

Our collection of six function rooms offer the perfect solution for your business meeting, from a syndicate or breakout room in the Victoria and Albert rooms to the self-contained Conservatory suite for up to 100 guests theatre style. The dedicated Lilli and Churchill rooms, purpose built with conferences in mind, both enjoy a peaceful location overlooking our tranquil gardens allowing you to concentrate on the business in hand.

Please refer to the Conference Information sheet or enquire with our management team for further details.

## EXCLUSIVE USE

If you wish to have Pontlands Park exclusively for your special day, please speak to the Management for details.

## REFLECTIONS LEISURE CENTRE

Set within the grounds of the hotel, our neighbours at Reflections Leisure Centre have made their superb facilities available to hotel residents at no extra cost: - indoor and outdoor pools and Jacuzzis, sauna, steam room and fitness room are complemented by a comfortable relaxation area and landscaped patio. All of these are available during the normal opening hours and residents are asked to note the rules of the centre, please visit [www.reflectionsspa.co.uk](http://www.reflectionsspa.co.uk) for full details of opening times and restrictions.

***Children under the age of sixteen have restricted entry times, please see Reflections own tariff.  
For full information on opening hours etc. please contact Reflections directly on 01245 476333***

In order to maintain its high standards Reflections Leisure Centre does close twice per year for 5 days maintenance, in both Spring and Autumn. Spring closure 2018 will be during April, Autumn closure will take place in late October/early November, both on dates yet to be confirmed.

## **WEDDINGS & FUNCTIONS**

The Function Rooms at Pontlands Park offer our guests a choice in the size and layout for their wedding or function. To enable you to appreciate all that we have to offer, please arrange an appointment to visit us, at which time we will be delighted to discuss the arrangements that you have in mind and show you our facilities.

The Marquee is available during the summer months and can seat a maximum of 200 guests for a formal dinner or wedding breakfast, the minimum number of adult guests is 85 on a Saturday and 70 on any other day of the week. The Conservatory Suite can seat a maximum of 90 guests and the minimum number of adult guests is 60 on a Saturday and Sunday, 50 on a Friday and 30 any other day of the week.

Our 'Dream Weddings' packages are the simplest way to book your big day; they are priced per person and include a reception drink, 3 course wedding breakfast, wine with the meal and for the toast, an evening buffet, room hire, Service Charge and VAT. For further details of these packages please refer to our separate 'Dream Weddings' brochure.

The total number of guests within the Conservatory Suite cannot exceed 120 at any one time; the number within the Marquee is limited to 250.

## **FUNCTION BEDROOM RATE**

If on the night of your function, you or your guests wish to stay overnight, a very special Function Rate is available, at £120 for an Executive Room, £140 for a Deluxe Room, £160 for a Superior Room, £180 for a Four Poster or Feature Room and £200 for one of our Suites.

These rates include breakfast in our restaurant, are based on double occupancy and are valid for bookings completed during 2018.

Full payment is required at the time of booking and the reservation is non-refundable and non-transferable.

All reservations and changes to allocation of rooms must be confirmed in writing.

Please note that our earliest check-in time is 3pm, although a restricted number of rooms may be available from midday for an additional charge of £25 per room, check out time is 11am.

## **CIVIL CEREMONIES**

It is possible to hold Civil Ceremonies at Pontlands Park on any day of the week. These may take the form of Civil Marriages, Naming Ceremonies, Renewal of Vows Ceremonies, Commitment Ceremonies and Civil Partnership Ceremonies. For details of the availability, capacity and seating arrangements please speak to one of our Management Team.

Restrictions:

You are advised that only the Superintendent Registrar can permit a civil, non-religious Ceremony. Any music, reading, words or performance that forms any part of the Ceremony must be secular. The content of the Ceremony must be agreed, in advance, with the Superintendent Registrar who will be attending the Ceremony. The Superintendent Registrar is unable to attend any rehearsal of the Marriage Ceremony in advance; likewise the Hotel premises are also unavailable for a rehearsal.

You must book the Registrar yourself direct at the Superintendent Registrar Office - Telephone 0345 603 7632

What time to invite your guests:

The Ceremony room will not be available until 15 minutes prior to the Ceremony. Please be aware that the Bar will be closed prior to and during the Ceremony, and that no refreshments will be served until after the Ceremony has finished.

Procedure for the Couple:

If you wish to see each other before the Ceremony, please also arrive 15 minutes prior, allowing time for you to meet with the Registrar and have a small interview with them in a Private Room. If you would prefer not to see each other, the Groom should arrive 20 minutes prior to the Ceremony and the Bride should arrive just 10 minutes prior.

Prices

Should you choose to utilise one of our licensed rooms when holding your Reception with us, the additional fee payable is £400 for the Lilli Suite or £1100 for the Conservatory. (Exempt of VAT).

## **PHILANTHROPIC WORKS AND EVENTS**

Although our main charitable work is channelled through the Bartella Charitable Fund which is managed by Essex Community Foundation and supports young people in need locally, we also endeavour to assist other worthy causes. To this end we do offer a selection of subsidised menus that we are glad to offer other philanthropic organisations to assist in their fund raising efforts.



**PRIVATE DINING ROOMS**

Our Function Rooms can be used for private dining with a wide choice of menus available, please speak to the Management to establish which room and menu will work best for your event.

**FUNCTION SUITES**

For larger parties and functions requiring music and dancing it is necessary to occupy one of our self-contained Function Suites. These Suites, which are subject to availability, are priced according to the day of use at;

VENUE	CAPACITY	MINIMUM NUMBERS	ROOM HIRE
<b>Conservatory Suite</b> <i>Fully air conditioned</i>			
Monday - Thursday	Available for between 30 - 90	30 Adult guests seated	<b>£250.00</b>
Friday	Available for between 50 - 90	50 Adult guests seated	<b>£550.00</b>
Saturday & Sunday	Available for between 60 - 90	60 Adult guests seated	<b>£750.00</b>

**If final numbers fall below these brackets the full charge for the minimum number will be made**

<b>Marquee</b>			
Sunday* - Thursday	Available for between 70 - 200	70 Adult guests seated	<b>£550.00</b>
Friday	Available for between 70 - 200	70 Adult guests seated	<b>£800.00</b>
Saturday	Available for between 85 - 200	85 Adult guests seated	<b>£1050.00</b>

**If final numbers fall below these brackets the full charge for the minimum number will be made**

The Marquee is available during the summer months and can seat a maximum of 200 guests for a formal dinner or wedding, please ask for details of exact dates. The Marquee can be hired outside these dates (price on application).

**Wedding Ceremony Hire**

<b>Lilli Room</b>	Available for up to <b>80</b> guests standing or <b>40</b> seated	<b>£400.00</b>	VAT Exempt
<b>Conservatory</b> (If using Marquee for reception)	Available for up to <b>150</b> guests standing or <b>100</b> seated	<b>£1100.00</b>	VAT Exempt

Afternoon Functions that vacate the premises **before 5.00pm** or Evening events that arrive **after 7.00pm** do not pay Room Hire, subject to the following minimum adult numbers at our Published tariffs

**CONSERVATORY SUITE** - Monday to Thursday - **40** Friday to Sunday - **70**  
**MARQUEE** - Monday to Thursday - **70** Friday to Sunday - **100**

\*This does not apply to Sundays in a Bank Holiday weekend, these Sundays will be charged at the Friday price

**Please note, if final numbers fall below the above number the full charge for the minimum number will be made. alternatively, a Room Hire charge will be imposed**  
**To be read in conjunction with our Terms & Conditions**  
**Prices valid until 31st December 2018 but subject to change without notice**



The following menus are suggestions, which we believe offer a balanced range to suit all tastes. We would be delighted to discuss your exact requirements with you and 'mix and match' to produce a personalised selection, along with satisfying any special dietary needs.

**Menu A**

Traditional prawn cocktail

\*\*\*\*

French trimmed corn fed breast of chicken with Vermouth, pancetta and tarragon jus

\*\*\*\*

Double chocolate brownie with vanilla pod ice cream

\*\*\*\*

Coffee & mints

**Menu C**

Chicken terrine

with orchard chutney and toasted ciabatta

\*\*\*\*

Herb crusted fillet of salmon with shallot, caper and butter sauce

\*\*\*\*

Lemon cheesecake with fruit compote and peanut brittle

\*\*\*\*

Coffee & mints

**Menu B**

Sliced seasonal melon with fresh fruits

\*\*\*\*

Rolled local turkey filled with herb stuffing wrapped in bacon

\*\*\*\*

Warm cherry Bakewell with clotted cream

\*\*\*\*

Coffee & mints

**Menu D**

Thai spiced crab cakes

with a fennel salad and chilli sauce

\*\*\*\*

Slow braised rolled belly of pork with sun-blushed tomato and spinach stuffing

\*\*\*\*

Vanilla & raspberry creme brûlée with shortbread fingers

\*\*\*\*

Coffee & mints

For parties of 33 – 70 in the Conservatory Suite it is possible to offer a choice of 2 dishes per course to your guests provided the menu selections are submitted to us, in writing, 10 days prior to the event and you provide each guest with a place card indicating their menu choices.

Please see overleaf for vegetarian options.

For parties in excess of 70 guests a single menu must be chosen for the whole party.

**Menu E - Dressed Buffet**

Choose any Starter from Menus A – D

\*\*\*\*

Roast turkey

Honey roasted ham

Hot braised beef in red wine

Minted new potatoes, Mixed salad,

Greek salad and Coleslaw

\*\*\*\*

Choose any Dessert from Menus A – D above

\*\*\*\*

Coffee & mints

**Menu F - Fork Buffet**

Courgette, asparagus, tomato and pecorino gratin

Creamy fish, dill and lemon pie

Choose from: Moroccan lamb tagine

Creamy chicken and chorizo hot pot

Slow braised beef and stout stew, herb dumplings and

root vegetables

\*\*\*\*

Mini roasted new potatoes, Homemade breads,

Red cabbage and raisin slaw, Mixed green salad

Tomato, mozzarella, avocado and basil salad

\*\*\*\*

Selection of finger desserts

\*\*\*\*

Coffee & mints

**Please note: the minimum number for Menu E is 50 guests, Menu F is 30 Guests**

**Menus A – F are priced at £38.50 per person**

The **premium menus** below are priced separately from our standard menus at the prices shown below.  
If individual dishes are mixed and matched with our standard menus starters will incur a  
£2.00 supplement per person and main courses an additional £4.00 per person.

### **Menu G**

Smoked salmon and prawn salad  
with horseradish crème fraiche and caviar  
\*\*\*\*

Garlic and herb crusted rump of local lamb  
roasted over rosemary  
\*\*\*\*

Fruit tart filled with clotted cream and fresh berries  
with a lemon anglais  
\*\*\*\*

Coffee & mints

### **Menu H**

Smoked duck and saffron pear with baby leaf  
salad and lemon dressing  
\*\*\*\*

Roast sirloin of beef  
with Yorkshire pudding  
\*\*\*\*

Assiette of desserts – passion fruit torte, dark  
chocolate and rum torte, Belgian chocolate ice  
cream in a brandy snap basket  
\*\*\*\*

Coffee & mints

**Menus G and H are both priced at £44.50 per person**

### **ADDITIONAL COURSE OPTIONS**

Must all be ordered for the complete party

#### **Canapés - £5.00 per person**

Chef's selection of hot and cold canapés  
(4 canapés per person)

#### **Soup course - £5.00 per person**

Please enquire about varieties available

#### **Sorbet course - £5.00 per person**

Please enquire about varieties available

#### **Cheese board - £5.00 per person**

Selection of British cheeses  
with celery, grapes and biscuits  
Served as one board per table

Unlimited **Still & Sparkling Bottled Water** can be added throughout the meal at **£1.25 per person**.

### **VEGETARIAN OPTIONS**

Aubergine and vegetable ratatouille on a potato rosti  
with creamed spinach sauce  
Vegetable and goat's cheese wellington with a  
wholegrain mustard jus

*In addition to your menu selection please select one of  
the above dishes as a main course for all of your  
vegetarian guests*

### **CHILDREN'S MENU**

*We offer a 40% discount off  
the full price of your chosen Menu  
for children aged between 2 and 10*

We are happy to offer dishes to satisfy other specific dietary requirements,  
please speak to a member of our team who will be happy to assist.

To be read in conjunction with our Terms & Conditions.

All of our prices include VAT at the current rate unless stated otherwise.

Prices valid until 31<sup>st</sup> December 2018, but subject to change without notice.



Please be advised that all business with Tormage Ltd trading as Pontlands Park is carried out on the basis of our Terms & Conditions, which are listed below;

## ACCOMMODATION

### **BEDROOMS**

Bedroom check out time is 11.00am. **To allow staff time to service the rooms the earliest check in time is 3.00pm.**

We cannot guarantee access prior to this time. Executive Double & Twin, Deluxe or Superior Rooms may be reserved by room type only; we are unable to guarantee specific bedroom numbers. In view of this we are able to offer on these room types only, a limited number of rooms for early check in from midday. This is at an additional cost per room, which is subject to both availability and confirmation in writing prior to arrival. Please see Hotel Tariff for further details.

### **BEDROOM RESERVATIONS**

Reservations made on our special Function Rate must be secured by a non-refundable, non-transferable pre-payment at time of booking. Our Standard rates are not available at all times and may be withdrawn to suit the needs of the business. **Cancellations** of reservations made on our Standard Rate must be notified to us by **3.00pm** on the day **PRIOR** to arrival. If we are unable to re-let the accommodation, or in the case of a non-arrival, you will be invoiced in full at the confirmed room rate, net of VAT.

**All Advance Purchase rates are strictly non-transferable and non-refundable.**

### **GROUP RESERVATIONS**

All reservations and changes to allocation of rooms must be confirmed in writing by the organiser. We are unable to take a block booking and allocate reservations on behalf of a client.

## FOOD

### **ADDITIONAL COURSES**

Any additional courses added to a meal e.g. canapés, cheeseboard, soup etc., must be served to the whole party.

### **ALLERGENS AND INTOLERANCES**

Some of our menu items and beverages contain allergens. Before ordering please speak to our staff if you or any member of your party have a food allergy or intolerance.

### **BUFFET MENUS**

The minimum number for Fork Buffets is 30 Guests; the minimum number for Decorated Buffets is 50 Guests.

### **CHILDREN'S MENUS**

We offer a 40% discount off the full adult Dream Weddings package price for children aged between 2 & 10..

### **INFORMAL AFTERNOON FUNCTIONS**

Christenings, Funeral Wakes and other private afternoon functions can be catered for, however, a minimum spend excluding Finger Desserts & Coffee will apply. Please see our Party at the Park Leaflet for further details.

### **MENUS**

Parties of up to 70 in the Conservatory may select a menu offering a choice of 2 dishes for each course. Parties over this number in the Marquee must select one menu for the entire party. All of our Wedding & Function Menus are served with one potato dish and two seasonal Vegetables. If customer menus are printed incorrectly the Management reserves the right to withdraw them.

### **WEDDING EVENING FUNCTIONS AND BUFFETS**

Should a wedding or Function be in, or continue into, the evening, an additional evening buffet is compulsory and must be served to all attending guests.

## LIQUOR

### **CORKAGE & OTHER ITEMS**

It is Company Policy that we do not permit guests to bring their own Food, Wine, Beer, Spirits or Soft Drinks for consumption at their function with the exception of celebration cakes, sweetie carts and lollipop trees. For other ancillary items please check with the Management.

### **DRINKS PACKAGES**

Please note, when a 'glass' is referred to within our Brochures, this equates to a 125ml glass.

## LEGAL MATTERS

### **AGENTS**

Should a client enter into a contract with the Pontlands Park through an agent, the agent acts for the client and it is the client's responsibility for the payment of the Pontlands Park account.

Cancellation 12 calendar months prior to the function

Full refund of deposit unless specified otherwise

Cancellation 9-12 calendar months prior to the function

£10 per person

Cancellation 6-9 calendar months prior to the function

£20 per person

Cancellation 3-6 calendar months prior to the function

£30 per person

Cancellation less than 3 calendar months prior to the function

Total Function Charge

Charges will be based on provisional numbers booked. Should the date be resold at full, published tariffs a full refund will be given.

**We impose cancellation charges in all circumstances and you may therefore wish to consider purchasing an appropriate insurance policy, which covers your function.**

**Cancellation charges are due for payment 10 days following the date of cancellation, cancellation charges are net of VAT.**

**Cancellations are only accepted once confirmed in writing by the signatory(s) on the booking details.**

## **CONFIRMATIONS**

All bookings will be considered definite when confirmed in writing together with a deposit of £10 per person based on Provisional / minimum numbers (whichever is greater), along with the Terms & Conditions duly signed. We accept reservations up to 20 months in advance. For bookings beyond this time frame we require a non-refundable deposit.

## **CONTRACT**

When a booking is confirmed in writing, or with a deposit payment, a contract is deemed to exist. This contract is governed by English law. Where a prospective Bride and Groom or clients have both signed a contract they are jointly and severally responsible for payment of invoices and any cancellation charges. The Management reserves the right to cancel any function due to unforeseen circumstances beyond our control, or for any matter deemed necessary by the Management and accept no resultant responsibility, financial or otherwise. However, in an unlikely event every effort will be made to accommodate the function in another part of the venue or at an alternative venue within the Heritage Leisure Group. No deviation to our published Terms & Conditions can be accepted unless confirmed in writing by the Directors of the Heritage Leisure Group. Please complete and sign this document and return to Pontlands Park. A countersigned copy will be returned to you.

## **DAMAGE**

The client shall be responsible for any damage caused to any of the hotel property, structure, utensils, equipment or furnishings as a result of a willful act or default by you, sub-contractors you have arranged or your guests. You will be liable for the cleaning, repair or replacement as appropriate of damaged items including compensation for loss of business while such damage is being repaired. The client will be advised of any such charge or estimate upon departure or within 48 hours of departure, with settlement of the same being required immediately.

## **NUMBERS**

We request a firm indication of numbers fifteen days prior to a function and final numbers five days prior. This final figure will be the amount charged should numbers reduce. The maximum capacity is set at 180 guests seated in the Marquee and 90 guests seated in the Conservatory Suite.

The minimum numbers for all our rooms are as laid out in the appropriate brochure for your style of event and refer to Adult Guests, should your numbers fall below those listed in that leaflet the full charge to make up to the required minimum will be made for both the food and drinks element of your function. The total number of guests within the Marquee cannot exceed 250 at any one time, the number within the Conservatory Suite is limited to 120. These figures apply when additional Evening Guests are attending, or for more informal functions.

## **PAYMENT – WEDDINGS, FUNCTIONS & PRIVATE DINING**

A Pro Forma invoice will be sent out, after a firm indication of numbers, fifteen days prior to the function. This is due for payment ten working days before the function takes place and is based on the numbers provided at that time. This payment must be made by debit card, cash, cheque or bank transfer. We do not accept payments for functions and events by Credit Card. If payment is to be made by cheque or bank transfer we must be in receipt of the cleared transfer 10 days prior. Failure to meet these payment terms may result in your function being cancelled and the full cancellation policy being applied. Please note that the balances of all bills are to be settled at the time of departure. Any late payments on authorised credit accounts will incur interest at 3%, which will accrue on a daily basis. Please note that we do not acknowledge post-dated cheques.

## **POSTPONEMENT**

Any postponement is entirely at the discretion of the Directors and the cancellation charges above would still apply. This cancellation charge MAY be allowed against a similar event providing that it takes place within 12 calendar months of the original date.

## **STAGE PAYMENTS – WEDDINGS**

Payment for Weddings is based on the following table, based on provisional numbers booked;

12 calendar months prior to the function	£10 per person if not covered by the initial deposit
9 calendar months prior to the function	an additional £10 per person (making a total paid of £20 per person)
6 calendar months prior to the function	an additional £10 per person (making a total paid of £30 per person)
3 calendar months prior to the function	an additional £10 per person (making a total paid of £40 per person)
10 days prior to the function	balance of Total Function Charge based of final numbers given and the pro forma invoice raised 15 days prior to the wedding.

The other payment Terms and Conditions listed above also apply.

## **PRICING**

### **PRICES**

Prices listed within our Brochures are valid only until the 31<sup>st</sup> December of that year, unless otherwise stated, but are subject to alteration without prior notice; we reserve the right to increase prices in the event of circumstances beyond our control. There is no charge for background music, cake stand and knife. The stand and knife are subject to availability. No floral decorations, table arrangements, chair covers, candles or coloured napkins / cloths are included in any of the prices quoted.

Fresh flowers and /or other table arrangements must not be delivered until the day of the function and any remaining items must be removed from the premises at the time of departure, as the venue cannot accept any liability for loss or damage. We do not provide changing facilities, however a bedroom can be reserved at the normal bedroom rate if this facility is required.

### **PREMIUM DATES**

During December, and on other key dates during the year, we reserve the right to amend availability, price and number requirements.

### **PROMOTIONAL PRICES**

Where special promotions are offered, these are applicable to new bookings only and may not be used in conjunction with any other offer or discount.

### **VAT**

All prices are inclusive of VAT at the current rate unless specifically stated otherwise. Cancellation charges are net of VAT.



## **ROOM HIRE**

### **EXCLUSIVE USE**

It is possible to pre-book Pontlands Park, excluding Reflections, with all its facilities and bedrooms. For further information and confirmation of charges please speak to our Management team. When making an Exclusive booking all Hotel bedrooms must be reserved and paid for in full at time of booking. They must then be allocated to staying guests by the organiser, it is not possible for us to reserve these on the basis of guests calling to book them.

### **PRIVATE DINING**

It is possible to pre-book the Disraeli Room for numbers between 16 and 32 and dine from the Private Dining menus. In all cases the meals must be pre-ordered in advance and our normal Terms & Conditions contained within the NUMBERS AND PAYMENT – WEDDINGS, FUNCTIONS & PRIVATE DINING AND TABLE PLANS & PLACE CARDS sections of this document apply. In addition, the place cards must detail each guests chosen menu.

### **ROOM HIRE**

The Room Hire charges payable are detailed in our Function Room Hire Charges.

Functions taking place in the Conservatory or Marquee that vacate the premises before 5pm or arrive after 7pm do not pay Room Hire, subject to the minimum adult numbers as detailed in our Function Room Hire Charges.

## **TIMING**

### **FINISHING TIMES & RESIDENTS BAR**

The bar closing time at PONTLANDS PARK is 11pm Sunday to Thursday and 11.30pm Friday and Saturday, with music finishing 30 minutes later and non-residents required to vacate the premises a further 15 minutes later. The Lounge will be open to residents only for drinks once all non-residents have vacated the building and grounds of Pontlands Park. This Bar will remain open until 1.30am; we do however request that all public areas are vacated by 2.00am.

### **FUNCTION TIMES**

It is our policy to give you and your party our undivided attention and exclusive use of our garden and shared public areas during your event. Consequently within the Pontlands Park we operate a first come, first served basis for booking; where more than one function is taking place there has to be a two hour time gap between arrival times.

## **OTHER ITEMS**

### **CELEBRATION / WEDDING CAKES**

Should the cake be delivered the day prior to the function it remains the responsibility of the client. The venue cannot be responsible for setting up the cake; this should be done by the supplier or the function organiser. Any remaining cake should be removed from the venue by the organiser at the time of departure. Under no circumstances can the venue be responsible for the cake and will not accept liability for any loss or damage which occurs whilst on the premises.

### **CUSTOMERS' WELL BEING**

Where possible we have fulfilled the requirements of the Disability Discrimination Act, however it is the responsibility of the function organiser to provide the Management, prior to the function, with details of any disabled guests that will be attending the function. This will assist us in ensuring that all Health & Safety requirements are met and appropriate facilities are provided. The function organiser is expected to co-operate with the Management during any time of emergency or evacuation.

Should your party consist of young children, we recommend that you remind all parents / carers that the safety of their children is their responsibility especially in the vicinity of roads, car parks, ponds and pools.

### **ENTERTAINMENT & DISCOS**

For the comfort of your guests and adjoining residents, due to noise levels and the limitations of space, please refrain from booking bands of more than 6 members. Noise levels, which are monitored, must not exceed 95 decibels. If entertainers continue to fail to stay within this limit we reserve the right to disconnect the power supply. Certain Suites are equipped with an automatic noise limiter, which will operate when the sound limit is exceeded to cut the power supply to the entertainers.

It is the responsibility of the client to ensure any entertainers using electrical equipment have the appropriate safety certification. If in the opinion of the Management the equipment is unsafe we reserve the right to disconnect the power supply. It is also the responsibility of the client to ensure that all entertainers have public liability insurance. Please advise your bands or discos that they must remove all of their equipment and leave the venue no later than 30 minutes after the end of the function.

### **EQUIPMENT & PROPERTY**

Clients own equipment and property is brought into Pontlands Park at their own risk. Pontlands Park accepts no liability for loss or damage. Wedding presents and cards remain the responsibility of the client at all times throughout the duration of the function and must be removed from the premises prior to the end of the function. The Company cannot accept these items for safekeeping prior to, during or after the function. No member of staff or Management are authorised to accept these items for safekeeping. The client is advised to consider arranging wedding insurance for the reception covering public liability and loss or damage to the hotel's property, gifts (including monetary gifts) and that of persons attending the reception.

### **FIREWORKS**

Should you require fireworks at your function, there will be a charge of £125.00 made for the use of the grounds. Due to Health & Safety and noise regulations, if you wish to have fireworks our nominated supplier, *Firework Crazy*, must be used. They may be contacted on 01245 354422. This company is aware of the required procedure with regard to notifying the Police and Fire Services and also local residents within half a mile radius of the venue.

Full details of the Conditions and Charges can be obtained from the Management.

### **INAPPROPRIATE BEHAVIOR**

It is the Company's policy that all our guests and staff have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to protect them from inappropriate behaviour. Should any actions by a guest be deemed inappropriate by the Duty Manager, or if any inappropriate behaviour is brought to the attention of the Duty Manager, the Company reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest's actions, the Police may become involved or guests may be asked to leave the hotel. The Company also reserves the right to terminate your event/function or stay due to inappropriate behavior, should this action occur no monies will be refunded to you. The Duty Managers decision is final.



### MARQUEE DANCE FLOOR

The marquee is equipped with its own 28ft x 14ft dance floor. Should you wish to replace this with an alternative at your own expense there will be an additional charge of £150.00 for the removal and re-instatement of our existing floor.

### RECOMMENDED SUPPLIERS

Whilst Pontlands Park is happy to recommend certain suppliers we accept no liability for services provided by them, which remains a contractual matter between the supplier and the purchaser.

### SECURITY

On some occasions (i.e. 18<sup>th</sup> / 21<sup>st</sup> Birthdays, Prom Nights & Gentlemen's Evenings) the Management may hire the services of a professional security company to provide licensed staff during your function. This will be done following consultation with you and any costs in relation to security staff will be totally your responsibility and form part of your final bill. Dependent on the style of the function it may also be necessary to introduce an age identity procedure by using wristbands. More information will be given by our Management team, where applicable. For all School Proms there must be at least 1 adult (teacher / parent) present for every 25 pupils.

### TABLE PLANS & PLACE CARDS

It is the responsibility of the function organiser to prepare the table plan for display and to prepare, and place on the tables, the place cards. However, we will be happy to assist if the place cards are supplied to us clearly marked in order and bound by table number. Apart from folded place cards, any other table or decorative items must be placed by the organiser or the specialist providing them. Where tables are named they should also be given a number. Any guests attending your function with special needs should be seated in a position which will aid circulation and movement around the room and also give them access to facilities and exits. The function organiser should advise the Management of any guests with special needs.

### TABLE DECORATIONS AND CONFETTI

We are happy for guests to use Biodegradable confetti only outside of our venue, we do not allow the use of confetti, streamers or "silly string" within the building. Please note; table sprinkles which damage or discolour either our tables or the table linen may incur a cost for repair or replacement.

### TEA-LIGHTS

Tea-lights are permitted during sit down functions only and must be extinguished prior to evening buffets taking place. All tea lights should be housed in suitable holders which shield the flame. No responsibility will be accepted by the company or any of its employees for any damage or injury caused by naked flames, all responsibility remains with the bride and groom/organiser.

### BOOKING DETAILS

**Please complete and sign this document and return to Pontlands Park Hotel. A countersigned copy will be returned to you**

Name: .....	Function Date: .....
Address: .....	Time of Arrival: .....
.....	<i>(We allow a maximum of 1½ hours for reception drinks)</i>
.....	No. of Guests: .....
Postcode: .....	Venue: .....
Tel: (Daytime) .....	Tel: (Evening) .....
E-mail .....	Fax: .....

### DECLARATION: I / We agree to the Terms and Conditions above

Client / prospective groom:	Prospective Bride:
Signed: .....	Signed: .....
Print Name: .....	Print Name: .....
Date: .....	Date: .....
Company / organization: <i>(If applicable)</i> .....	Company / Organization: <i>(If applicable)</i> .....

### TO BE COMPLETED BY VENUE MANAGEMENT

Counter Signature: .....	Date: .....
Name: .....	Position: .....