



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

AGENTS

Should a client enter a contract with 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.

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.

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 or Twin Rooms, 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 CANCELLATIONS

Room cancellations must be notified to us by 3pm on the day prior to arrival or sooner. If we are unable to re-let the accommodation, or in the event of a non-arrival, you will be invoiced in full at the confirmed Room Rate net of VAT. All Advance Purchase Rates and deposits are non-refundable and non-transferable.

CONFERENCE CANCELLATIONS

Cancellation 22 days or more prior to the function:	No Charge
Cancellation 15 - 21 days or less prior to the function:	25% of potential total bill
Cancellation 8 - 14 days or less prior to the function:	50% of potential total bill
Cancellation 7 days or less prior to the function:	75% of potential total bill

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

CONFERENCE 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.

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 on the booking details.

COMPUTER MEDIA & PRINTING

We do not allow any type of media to be introduced to our computer systems and cannot, therefore, print from CD / USB or any other storage device.

2020 PANDEMIC

In 2020 the world faced a pandemic with the government closing our doors which meant many events and bedrooms could not go ahead as planned. Regardless of what our cancellation terms were and the overriding force majeure conditions, we put these aside and successfully worked with our customers to move their bedrooms, functions and weddings to a future date. Should a similar situation ever arise, this policy will continue to ensure, where feasible, that no booking is lost and, with this in mind, we have therefore adopted the policy that no refunds will be given.

CONTRACT

When a booking is confirmed in writing, or with a credit card number, a contract is deemed to exist. This contract is governed by English law. The management reserve the right to cancel any event 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 event 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.

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.

DAMAGE

The client is totally responsible for the conduct of all persons attending the function and any wilful loss or damage arising. In the event that damage does arise, a charge will be made to the function organiser to cover repair and/or replacement costs. 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.

DELEGATE RATES

Conference Delegate Rates are available for whole parties only, with a minimum of 6 Delegates in a room appropriate for numbers booked. If a larger room is requested then both the Delegate Rate and the published Room Hire charge will apply. The management reserves the right to allocate rooms according to circumstance and the number of Delegates.

EQUIPMENT & PROPERTY

Client's own equipment and property is brought into Pontlands Park at their own risk. Pontlands Park accepts no liability for loss or damage.

EQUIPMENT HIRE

A list of equipment available for hire and the appropriate charges can be found within our Conference Information leaflet. These are all subject to availability; should we need to hire items, an additional charge will be made.

FINISHING TIMES

The bar closing time is 11pm Sunday to Thursday and 11.30pm Friday and Saturday. The Residents' 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.

MENUS

Please select one conference menu for your party.

Please advise us in advance of any special dietary requirements your guests may have – on the day we will endeavour to fulfil any requests but cannot be held responsible for delays or our inability to meet these needs.

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.

PAYMENT

Unless an authorised credit account is in place the balances of all bills must be settled at the time of departure. A Pro Forma invoice can be sent out, if requested, after a firm indication of numbers has been given. This is due for payment prior to the conference, or meeting, taking place. This payment must be made by **cash, cheque, credit / debit card or bank transfer**. If payment is to be made by bank transfer or cheque we must be in receipt of the **cleared transfer 10 days prior**. 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.

PRICES

Prices listed within our brochures are valid only until the 31st December of that year but are subject to alteration without prior notice; we reserve the right to increase prices in the event of circumstances beyond our control.

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.

ROOM HIRE

The room hire charges payable are detailed in our Conference Information leaflet.

ROOM LAYOUT

Where a function room has been laid in accordance with the requirements confirmed prior to the event and we are subsequently requested to relay it in a different style on the day we reserve the right to levy an additional charge.

TELEPHONE

Telephone usage is charged at 4 times the standard BT rate.

VAT

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

WIFI & INTERNET ACCESS

Pontlands Park provides complimentary WiFi as a free benefit to guests. The company accepts no liability if for any reason this service should cease to be available.