



# Terms & Conditions

Weddings

AT

DERWENT MANOR HOTEL

# Terms & Conditions

## Provisional Bookings

We are happy to hold a date provisionally for 14 days with no obligation and we reserve the right to release a booking any time after this period. If we do not receive a deposit from you the room will be released back into sale.

## Confirmation

If you wish to go ahead and confirm you booking a £500 deposit is required to secure the date and this is non-refundable. Following this a 50% payment is due to be paid halfway between the booking time and the actual wedding with the final balance required 1 month prior to the wedding.

## Accommodation

As part of your package you will receive a minimum of 9 discounted bedrooms which are to be named and secured by your guests. For a guest to secure a room they must provide credit / debit card details which will be used in the event of a no show. For any additional rooms booked over those allocated will be sold at the Best Available Rate for that date. Any unallocated rooms will be released back into sale one month prior to the wedding.

## Prices

All tariff charges are reviewed annually and the Sales Team will make you aware of any price increases during the initial meeting.

## Final Numbers & Arrangements

The hotel requires your final guest numbers for both day and night time no later than 4 weeks prior to the wedding. At this point the final balance payment would be required. Please keep us informed if there was to be a change in numbers so table plans and meals can be amended. No refund, credit or transfer will be offered for any decrease in final numbers.

## Charges on the Day

Any additional charges for goods / services that have not been requested prior to arrival must be settled before departure.

## Payments

Payments can be made by cheque, credit / debit card or BACS transfer. If you are paying by cheque or transfer please do allow enough time for payments to clear and reference your payments with both names and the event date.

## Catering

Hotel must provide all catering for both daytime and night time events. We do not hire rooms out on a self-catering basis. A meal must be provided for each guest attending an event.

## Wedding Insurance

Although it is not a service provided by the hotel we would recommend all couples to take out a wedding insurance policy which will cover all areas of your big day.

## Civil Ceremonies

We strongly recommend that you confirm your registrar prior to confirming with the hotel in case they were unable to commit to the same date. It is your own responsibility to confirm and pay your registrar. We can provide the contact numbers for local offices if required.

## Entertainment

In line with our licensing laws, you must book our Resident DJ for entertainment at any function or occasion. This will be charged at a fee of £275 which will be requested as part of your overall balance. This booking must be made with the Sales Team.

## Damage

Derwent Manor Hotel reserve the right to charge any individual or group for any damage willfully caused to the Hotel or its contents. Clothing, Personal Property of Gifts - Derwent Manor Hotel cannot accept any responsibility for items left in the Hotel or private cars. No liability can be accepted for property, gifts or cars damaged or lost at the hotel. All of your property must be removed on the evening of your function unless arranged in advance.

## Cancellations

In the event of a cancellation the following charges will apply:

Cancellation more than 1 years notice	Loss of deposit
Between 12 and 9 months' notice	25% of total balance
Between 9 and 6 months' notice	50% of total balance
Between 6 and 3 months' notice	75% of total balance
Less than 3 months	100% of total balance

Following all cancellations the £500 deposit will be retained and this is deducted for any other value owed. The cancellation charge must be paid with 1 week of the cancellation if outstanding. In the event of a refund this will be processed within 3-5 working days. The balance will be calculated based on the day and night time numbers quoted at the time of booking.