

## TERMS AND CONDITIONS OF FUNCTION BOOKING AT THE BEST WESTERN CROSS LANES HOTEL

Our usual terms and conditions of booking a function at the Best Western Cross Lanes Hotel are applicable and a copy can be made available upon request. Particular information relating to deposits and cancellation of Christmas Booking are shown below.

### 1. PROVISIONAL BOOKINGS AND DEPOSITS

Provisional bookings can be held for 7 days pending receipt of completed booking form and deposit.

A strictly on refundable deposit of £10.00 per person should be sent at the time of the booking for lunches, dinners and party nights.

A strictly non refundable deposit of £25.00 per person should be sent at the time of booking for Christmas Day and New Year's Eve.

### 2. DINE AND DANCE PARTY

Parties wishing to book the Garden Suite for a sole use function must guarantee a minimum of 120 guests, likewise anyone wishing to book the Reflections Suite for a sole use function must guarantee a minimum of 50 guests or be prepared to share with another party.

Dine and dance party nights will finish at 01:00 on Friday and Saturday nights and at midnight on all other days of the week unless alternative arrangements have been made. The bar will open at 7:00 p.m. on all party nights.

Parties of 30 and over are requested to choose one set menu for the entire party; there will be exceptions for those with special dietary needs. An optional main course will only be provided when all of your party request an alternative.

Full payment and pre selected party choice (for parties less than 30) will be required a minimum of 21 days prior to the function date. If booking is made within 21 days then full payment is due on booking.

The party organiser or company in the case of a company booking will be held responsible for the conduct of guests and will be liable for any damage caused.

The management reserve the right to alter the content of the menus or program without prior notice.

All prices are inclusive of VAT at the current rate of 17.5%

### 3. FINAL NUMBERS AND CANCELLATIONS

Final numbers should be given at least 14 days prior to the date of the function, and these will be the minimum number charged.

In the unfortunate event of cancellation of a booking, or reduction in numbers attending the customer shall pay the Best Western Cross Lanes Hotel a cancellation fee based on a percentage of the total estimated final account, including the cost of any accommodation, meals and estimated liquor/sundry spend.

Providing always that the amount of cancellation fees payable may be waived or reduced by the Best Western Cross Lanes Hotel in the event of an alternative booking being arranged, in respect of the accommodation for which the cancelled booking was made and in respect of the same period such waiver, or the amount of any reduction, to be the sole decision of the Best Western Cross Lanes Hotel.

Scale of Cancellation Fee:

Over 3 months	The Deposit
Between 1 and 3 months	50% of the estimated final account
Within 14-28 Days	75% of the estimated final account
Within 14 days	100% of the estimated final account