

Group Booking Conditions

TERMS

Quotations for accommodation are based on two adults sharing a standard twin or double-bedded room. Standard Plus and Riviera Front Facing accommodation may be booked, subject to availability, at a supplement. These specially discounted, non-commissionable, group terms apply to groups of 20 adults or more as advised on your final rooming list. In the event of group numbers falling below 20 adults we reserve the right to re-negotiate your quoted rate. All agreed concessions, such as free places, are made subject to numbers on arrival at the hotel.

FREE PLACES

1 free place for 25-49 adults, 2 free places for 50-74 adults, 3 free places for 75+ adults.

Bowls groups attending a bowling festival/tournament do not qualify for free places, irrespective of their size.

Dance groups attending a dance house party do not qualify for free places, irrespective of their size.

N.B. Driver/Organiser/Courier accommodation is not provided in excess of this policy.

DEPOSITS & INSURANCE

A non-refundable deposit of £25pp required within 28 days from the issue date of this contract. Deposits are not required for free places.

We strongly recommend that you encourage members of your group to take out holiday insurance, as no monies paid will be refunded in the event of cancellation.

CANCELLATION

In the event of cancellation of a confirmed group or individuals on a group we have the right to claim reimbursement for any resulting loss. Wherever possible we will endeavour to replace your booking, however if we are unable to re-let the accommodation we will retain any deposit paid and in addition apply for cancellation charges as shown below:

Cancellation of Group:	Within 28 days of arrival	100% of holiday cost of remaining allocation
	Within 29-56 days of arrival	50% of holiday cost of remaining allocation

Cancellation of Group Members:

Individuals cancelling within 28 days of arrival may incur a cancellation charge of up to 100% of the holiday cost.

Cancellations of group bookings or individuals should be notified in writing, and an acknowledgment will be sent to you. This should be retained for your records.

RELEASING ACCOMMODATION

Reduction of group numbers without sufficient notice may result in cancellation charges as well as loss of deposits paid. To avoid this we will contact you at **16, 12, 8 and 4 weeks** prior to arrival to check on the progress of your booking and obtain confirmed numbers. We reserve the right to reduce unsold allocation on the following basis:

16 weeks prior to arrival	25% of unsold accommodation
12 weeks prior to arrival	50% of unsold accommodation
8 weeks prior to arrival	75% of unsold accommodation
4 weeks (28 days) prior to arrival	all remaining unsold accommodation

If confirmed numbers drop below those given on any previous chase individual deposit amounts may be forfeited.

BALANCE OF PAYMENT

Final invoices will be issued 28 days prior to arrival and are payable on receipt. Payment may be made by MasterCard, Visa or Debit/Switch. Please forward full details of your credit card, as authorisation will need to be obtained. Payment may also be made by cheque. Account facilities are not available.

ADDITIONAL INFORMATION

In line with the Disability Discrimination Act, you are required to provide details of anyone in the group who would require assistance in the event of an emergency, and the nature of their disability.

We are unable to confirm the availability of on-site coach parking in advance of your arrival. However, if a space is not available the hotel will make arrangements for parking at the local coach station and meet the cost of that parking and taxi transfers.