

Parkway Hotel & Spa

Terms and Conditions of Booking

1. All individual hotel event bookings (organised by the hotel) require a £15.00 deposit upon booking full payment 1 month prior. These payments are strictly non-refundable and non-transferable.
2. All monies when received are strictly non-transferable and non-refundable.
3. As the group organiser it is strictly your responsibility to pass all information on to your guests and ensure that they are all aware of the terms and conditions of booking. Extra copies of the printed information can be requested from Ella & Seren in the Sales Office.
4. The group organiser is responsible for all members of the party. The organiser is liable for all damages. The organiser is liable for all members of the party.
5. All function and accommodation are offered subject to availability and are not confirmed until payment is received and acknowledged by the hotel. On receipt of final payment the numbers will be considered guaranteed and will be charged as a minimum. Additional bookings made after are subject to availability.
6. **PAYMENT: Multiple cheques are not acceptable. One cheque per party. All cheques must be accompanied by the relevant Cheque Guarantee Card number and made payable to the Parkway Hotel. Payment can be made by Credit or Debit Card (All major cards accepted), American Express, Cheque or Cash**
7. PACKAGES: Our packages are set and non-negotiable.
8. ETIQUETTE: The Company reserves the right to judge acceptable levels of noise, language and behaviour from the client, guests or representatives. We point out that the event organiser is responsible of the behaviour of their group, and he or she must take all steps necessary of corrective action. In the event of failure to comply with Management requests, the Company reserves the right to terminate the contract and stop the event or ask the party or part of the party to leave the premises without being liable of any refund or compensation this also applies to accommodation. Hotel management will not accept any liability in respect of any loss or damage to articles or clothing brought into the hotel or left in the cloakroom.
9. ENTRY: Only guests who have pre-booked and are part of the event group booking will be admitted to the function.
10. SEATING: Whilst every consideration will be made to accommodate your seating preferences, these unfortunately cannot be guaranteed.
11. CORKAGE: No wines, spirits, beverages or food may be brought into the hotel or grounds by customers or guests for consumption on the premises without the prior consent of the hotel. If prior consent has not been obtained the hotel reserves the right to confiscate any such items until the function end when they will be returned.
12. DIETARY REQUIREMENTS: We will do our best to accommodate any special dietary requirements. Please note that each organiser must pre-advise of the number of vegetarians or any other special dietary requirements no later than 72 hours prior to the function. Unfortunately, we cannot guarantee special dietary catering unless pre-booked.
13. Management reserve the right to alter any date, act or menu without prior notice.
14. The management's decision will be final in the event of any disputes upon its premises.
15. BOOKING: To make your reservation, please contact our Sales Office to check availability.
16. The proprietors reserve the right to alter any aspect of Hotel policy or terms and conditions for the security and safety of all guests and staff members.
17. Any issue or complaint not raised during your time at the hotel, where we are not given the opportunity to rectify on the day, management reserve the right to void your complaint.
18. Failure to sign the terms & conditions below will result in our assumption that you are in agreement with our terms & Conditions herein.

Name.....

Signature.....

Date.....