

# The Royal Hotel (WSM) Limited, South Parade, Weston-super-Mare, North Somerset BS23 1JP

## Terms and Conditions

All Guests residing within the Royal Hotel and Organisers of Group Bookings, Conferences, Banquets and Functions booked at the Royal Hotel shall be subject to the following Terms and Conditions:-

**NON-SMOKING POLICY:** In accordance with current legislation a strict Non-Smoking Policy is operated within all indoor areas of the Hotel. In the event of a guest contravening this policy and smoking in their Bedroom an automatic charge will be levied to cover the cost of defumigating the room in readiness for occupation by the next guest. Attendees at Functions / Conferences / Weddings etc. who breach this policy will be ordered to cease immediately and if they fail to do so they will be instructed to vacate the premises immediately and if they refuse to comply the Hotel Management reserve the right to cancel the event.

**DAMAGE TO HOTELPROPERTY / FIXTURES / FITTINGS:** Charges incurred to rectify damage caused to Hotel Property, Fixtures or Fittings will be invoiced to the Guest responsible or the Event Organiser who will be liable for payment in full.

**FUNCTIONS – CONFIRMATION OF NUMBERS ATTENDING:** Final numbers attending any function should be made available on request, and certainly no later than **7 days (14 days for Wedding Receptions)** prior to the event. An increase in number above the advised figure will be accepted only at the discretion of Management. The Royal Hotel reserves the right to charge in full for any decrease from the final numbers given.

**CHARGES:** All bookings to be secured with a **Non-Refundable and Non-Transferable Deposit**

1. Should any client query part of an invoice, they should pay the undisputed balance of the sum owed on the date it is due, and the remainder once the query has been resolved.
2. The company reserves the right to withhold or withdraw credit facilities at any time, without notice.
3. **Final pre-payment is due 7 days prior to the event (14 days for Wedding Receptions).** Pro-forma invoices will be issued automatically. **Extras to be settled on Departure.**

**CLIENTS USE OF HOTEL:** Hotel Residents, Clients and Persons Attending any function held within the Hotel shall:-

1. Comply with all Licensing, Health and Safety and other regulations relating to the Hotel / Hotel Car Park & Grounds.
2. Not carry out any Electrical or other works on the Hotel, including Audio /TV / Computer amplifications and lighting, without first having received written consent from the General Manager of the Royal Hotel.
3. Not bring dangerous or hazardous items into the Hotel, and in the event that this instruction is contravened they should remove such items immediately when requested to do so by the Hotel management.
4. Not consume Food and/or Drink at the Hotel, which has **not** been supplied by the Royal Hotel, without having received prior written authorisation from the General Manager of the Royal Hotel.

**CANCELLATION BY THE ROYAL HOTEL:** The Royal Hotel reserves the right to Cancel any booking: -

1. Force Majeure - If the Hotel, or part, is closed due to circumstances beyond its control.
2. If the client becomes insolvent or enters into Liquidation or Receivership
3. That any of the Standard Terms and Conditions are, or are likely to be, breached.
4. If it may prejudice the reputation of, or cause damage to, the Royal Hotel.

In the event that any of these circumstances occur, the Royal Hotel will refund any payments made in advance, but will have no further liability to the client.

**CANCELLATIONS BY THE CLIENT:** Reservations cancelled less than **6 months** in advance will be charged as follows:-

2 months + in advance of Reserved Date - **loss of Deposit** : 1-2 months in advance of Reserved Date - **50%** total anticipated charge  
30 days or less in advance of Reserved Date - **75%** total anticipated charge. All Cancellations must be confirmed in writing and will only be validated at the time of receipt of cancellation letter. Oral cancellations will not be accepted

**LIABILITY:** Unless negligence by the Hotel and/or Employees of the Hotel is proved, the Hotel and/or its Insurers will not be held liable for injury to persons or damage to property of any client or person utilising the Hotel facilities and/or services or attending a function within the Hotel premises.

The client shall accept liability for any damage caused by themselves, their guests or anyone attending their function, to Hotel property including all Fixtures and Fittings. They agree to pay the Hotel, on demand, the amount required to make good or remedy such damage.

The Hotel advises all Organisers of Events or Weddings to take out specialist insurance policies which will provide cover for a wide range of items including accidental damage, public liability, financial loss. Details can be obtained via the Hotel management.

**BEDROOMS (Group Bookings):** The hotel requires a written rooming list for accommodation, four weeks prior to the date of arrival, any cancellations made after this time will be charged at full rate, unless the Hotel is able to re-let the bedrooms.

**GENERAL:** The Hotel will take reasonable steps to ensure that the requirements of each reservation are met to the best of their ability, however they reserve the right to provide alternative services of at least equivalent standard at no extra charge to the client. The hotel shall not permit the use of its facilities for any other purpose than stated on the reservation form, unless written consent is obtained from the Hotel General Manager prior to the event.

Alteration to these Terms and Conditions must be requested from and approved in writing by the Hotel General Manager.

Although the hotel has endeavoured to ensure all information in its advertising material is correct at the time of printing, it reserves the right to alter, substitute or withdraw any service, facility or amenity at any time, and without notice if necessary.

**This agreement shall be subject to English Law.**