

EVENTS BY QHOTELS

QHOTELS

Events Contract Terms for Private Clients

When holding a private event at a QHotel the following contract terms will apply. If you have any questions or need additional information your hotel contact will be delighted to help.

How do I confirm a booking?

In the first instance request a contract from your hotel contact, then having checked the detail, sign and return the contract to the hotel; once received and signed by the hotel the booking is considered to be confirmed and the contract becomes legally binding. The contract will include these terms, Event Details, applicable rates and health and safety terms.

What delegate/guest numbers and accommodation will I be charged for?

The numbers you sign for on the contract are the numbers chargeable, however 14 days prior to the arrival date we will ask you to update your numbers. If these numbers are greater than those originally confirmed this becomes the new chargeable number. We appreciate it can be difficult to estimate numbers therefore you also have an option to reduce your number /bedrooms by up to 10% per day/night without incurring a cancellation charge; provided you let us know at least 28 days prior to the event. If your numbers fall below the relevant chargeable number we may need to reallocate your booking to an alternative event room and will try to resell the accommodation and function space for at least the same price. If we are successful we will offset this against any cancellation charge; if we are unsuccessful a cancellation charge will apply. If your numbers significantly increase we might need to provide alternative accommodation and space of an appropriate size.

What happens if my guests need accommodation but I don't want to be responsible for booking or paying for the bedrooms?

We can reserve an allocation of an agreed number of bedrooms at a rate specific to your event. Your guests would call hotels reservations direct to reserve a bedroom and arrange payment. We will also agree with you a date when any bedrooms not already booked are released (usually 4 - 6 weeks prior to arrival).

What will the cancellation charge be if I do not achieve the confirmed numbers or need to cancel the whole event?

If you need to reduce numbers below 90% of the original confirmed number or cancel part or all the event then please let us know as soon as possible. We will try to resell the facilities you reserved to reduce the cancellation charge. If a cancellation charge does apply the charges are as detailed below:

Date of cancellation	Cancellation payable as a percentage of Revenue for all facilities, equipment and ancillary services reserved
In excess of 36 weeks prior to the start date	No charge
Between 36 weeks and 24 weeks prior to the arrival date	25% of the revenue
Between 24 weeks and 8 weeks prior to the arrival date	50% of the revenue
Between 8 weeks and 2 weeks prior to the arrival date	75% of the revenue
Less than 2 weeks prior to the arrival date	90% of the revenue

What happens if delegates/guests don't arrive or leave early?

If this should happen and we can't resell their bedroom or event facilities then a 100% cancellation charge will apply.

What happens if the hotel has to cancel my booking?

In the unlikely event the hotel does cancel, we will refund all deposits, although we will not have any other liability.

The hotel may cancel your booking and terminate the contract in the following situations:

- the hotel or part of it becomes closed due to events beyond our control for example a flood
- you enter, or we believe you may enter, any type of insolvency proceedings;
- if the booking/attendees or nature of the event may cause public disorder or damage the reputation of the hotel
- if you fail to abide by any terms of this contract;

What payment terms apply?

If you are a company, once the booking has been confirmed you can apply for credit through your hotel contact. If credit is approved we request a 50% deposit one month prior to the arrival date and the balance 14 days after the date of invoice.

What happens if as a private individual/society/group I am not eligible for credit?

If you do not have, or are not eligible, for a credit facility with us then you will need to pay in advance. For private conferences, functions and parties we request a 25% deposit on confirmation and the balance of the event to be paid 28 days prior to arrival. For weddings we request a 25% of the value of the wedding on confirmation, a further 50% of the value 3 months prior to the wedding and payment of the final balance 28 days prior to the wedding. Please note all deposits are non refundable and non transferable.

For all events we will require a credit card to cover any extras incurred on the day.

What if I have a query on the bill after the event?

Please let us know within 5 working days of receiving the invoice if you have a query. If we cannot resolve this immediately we will ask you to pay the balance of your account minus the query value whilst it is resolved.

When can I access my event space and accommodation?

Your access times to event space are detailed on your Event Details, however if you need early access please discuss it with your hotel contact when going through the final details. Accommodation is available from 2pm on your arrival day and rooms must be vacated by 11.00 am on departure day. On occasions event space access times and check in/out times can be relaxed, subject to availability; your hotel contact will be able to advise.

We may have various bookings and events on the same days as your booking. If you would like to obtain exclusive use of the hotel then this may be arranged, please speak with your hotel contact.

What are the Hotel arrangements for Wifi access?

All QHotels residents receive 2 hours free internet access per room per night in their guest rooms which can be arranged through reception. Conference and Events organisers have free access to the internet in their main meeting room for the duration of the event. Should additional wifi access be needed the events sales team will be happy to discuss your requirements. If bespoke services such as hard wire connections are required please allow sufficient time for this to be arranged. Use of the guest internet service is subject to availability. Whilst every effort will be made to ensure that the guest receives an unencumbered service, the hotel cannot be held responsible for restrictions or loss of service due to technical issues arising outside of its control. The hotels' liability with regards to customer internet connectivity will be limited to the amount charged for this service.

What happens to items I need delivered to the hotel?

If you need to deliver equipment or material to the hotel please let us know when it is coming and ensure it is clearly labelled with the hotel contact name, your name and your event name. It should arrive no sooner than 24 hours prior to the event and be collected within 24hrs after you leave. We cannot accept responsibility for personal items left with us for safe keeping.

What about health and safety, licenses and other statutory requirements?

Details of the terms governing use of the hotel are set out in our Health and Safety Terms which can be viewed on our web site www.QHotels.co.uk, and these terms are incorporated into this contract.

What other legal terms apply?

The contract is entered into by QHotels Group Limited who will sub-contract the services detailed in the contract to the subsidiary company managing the relevant hotel.

Both you and us agree that these terms cannot be varied unless we both agree to the variation in writing and that there are no terms and conditions applying other than the terms set out in this contract. In addition, we both agree that this contract constitutes the entire agreement between us in respect of the booking and it supercedes, cancels and nullifies any previous agreement between us relating to the booking.

As part of providing these facilities for you it is important that we limit our liability in a couple of ways set out below.

We won't be liable to you for loss of business opportunity, loss of anticipated savings, loss of goodwill or any indirect/ special/ consequential loss or damage howsoever caused, whether it is direct or indirect, and regardless of whether it was foreseeable or we were aware of it in advance.

Overall, our entire liability of any kind under or in connection with this contract, except death, personal injury, fraud or deceit (which are unlimited) won't exceed the value of the contract.

If we are prevented or hindered from hosting your event by any circumstance beyond our reasonable control we may, without being liable for any loss or damage suffered by you or anyone else, re-locate your event to another hotel in the same locality, or terminate the contract forthwith by giving you notice.

No person who is not party to this contract shall have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract.

If anything in this contract is found by any body of competent jurisdiction to be invalid or unenforceable, that won't affect the other provisions of this contract, which shall remain in full force and effect. If that part of the contract would cease to be invalid or unenforceable if some part of it were deleted, the provision shall be modified as is necessary to make it valid or enforceable.

This contract shall be governed by English Law and the parties to this contract submit to the jurisdiction of the English courts.