

1. DEFINITIONS

- 1.1 Edwinstowe House' /'We' shall mean the property(ies) for which this contract has been agreed and or, as appropriate, Edwinstowe House whose registered office is Centre for Business Excellence, Edwinstowe, North Nottinghamshire, East Midlands, NG21 9PR.
- 1.2 'The Client' and 'You' shall mean the organising body/ company and organiser responsible for commissioning and payment of the event.
- 1.3 'The Contract' shall mean the agreement between Edwinstowe House and The Client for a specific booking or series of bookings.

2. CHARGES AND PAYMENT

- 2.1 Payment is due for all credit accounts, when the invoice is rendered. Payment must be made in pounds sterling (UK), payable to "Nottinghamshire Enterprises".
- 2.2 The hirer agrees to pay the hire charges as quoted as published (Please note, prices quoted are exclusive of VAT). In the event of payment becoming overdue, interest at 3% above NatWest Bank Plc base rate will be added to your account after 30 days.
- 2.3 Should a non-refundable deposit be due for any event, this will be specified on The Client's contract.

3. CONFIRMATION BY THE CLIENT

- 3.1 All bookings are considered to be provisional until the booking is confirmed or signed by both Edwinstowe House and The Client. Once the booking is confirmed or signed by both parties, all such goods and services reserved on your behalf will be subject to the terms and conditions of your booking.
- 3.2 The booking must be confirmed within five working days of the date of issue or 48 hours prior to arrival. If the booking is not confirmed within this period, Edwinstowe House reserves the right to release the provisional booking and re-book the facilities.
- 3.3 Final number of delegates must be advised to Edwinstowe House at the time of confirmation and will be identified on the contract. Final timings, menus and any special requests must be provided to Edwinstowe House at least 7 days prior to arrival.
- 3.4 Edwinstowe House must be advised of any disabled delegates attending in order that special arrangements can be made for access and evacuation if appropriate.

4. AMENDMENTS

- 4.1 Amendments to delegate numbers and/or arrangements must be advised to Edwinstowe House and confirmed in writing.
- 4.2 Reductions in the duration or contracted value of the booking shall be subject to the cancellation policy of Edwinstowe House.

- 4.3 No allowances will be made for any reductions in numbers of less than 10% from those stated on the contract.

5. CANCELLATION BY THE CLIENT

- 5.1 In the unfortunate circumstances that you have to cancel or postpone a confirmed booking within 10 days of the date of the event, we reserve the right to charge a cancellation fee of up to 90% on contracted room hire revenue and 65% on contracted food and beverage revenue.
- 5.2 Any cancellation, postponement or partial cancellation should be advised to Edwinstowe House in the first instance verbally. You will be advised at that stage of the cancellation fee and invoiced accordingly. We also request that cancellations are put in writing by The Client.

6. AMENDMENTS OR CANCELLATION BY NE

- 6.1 Should Edwinstowe House, for reasons beyond their control, need to make any amendments to your booking, we reserve the right to offer an alternative choice of similar suitability.
- 6.2 Edwinstowe House may cancel the booking:
- If the booking might prejudice the reputation of Edwinstowe House
 - If The Client is more than 14 days in arrears in settling previous accounts.

7. ARRIVAL/DEPARTURE

- 7.1 The meeting rooms are available for the time stated on your booking. Any extension will incur additional charges at the discretion of the management.

8. GENERAL

- 8.1 Should any of the delegates be unable to correct any aspect of poor or unacceptable behaviour, you may be asked to terminate your stay. Should this occur, no monies will be refunded to you.
- 8.2 You will be asked to reimburse Edwinstowe House for any damage caused to the property, contents or grounds, by any of your delegates attending the event.
- 8.3 No refreshments brought into Edwinstowe House (wines, spirits, beverages and food) can be consumed in the conference rooms, other than what is purchased on the premises or agreed at time of booking.
- 8.4 Visitor smoking is only permitted the designated area situated in the visitor car park to the side of cottages, near to the garage. Please use the bins provided to dispose of cigarette ends.

9. HEALTH AND SAFETY

- 9.1 Edwinstowe House is committed to Health and Safety and arrangements to ensure that it complies with HASAWA'74 and MHHWR'92 are stipulated in their Health and Safety Policy Document. This is available on request.