

CAMERON VENTURES HOTELS STANDARD TERMS & CONDITIONS (2020)

GENERAL CONDITIONS

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1. DEFINITIONS, INTERPRETATION and FORMATION OF CONTRACT

1.1 In these Conditions and the Appendices (unless the context otherwise requires), the following words shall have the meanings detailed in this clause:

“**Agent**” means a Travel Agent or Booking Agent;

“**Appendix**” means an additional schedule of Terms and Conditions relating to a specific type of Reservation or the provision of specific Services, as the case may be;

“**Booking Contract**”; means the Booking Contract setting out the specific details of the Client's Reservation;

“**Cameron Ventures**” means Cameron Ventures Hotels Ltd, registered in England (Registration No. 10600958), and whose Registered Office is Pendragon House, 65 London Road, St. Albans, Hertfordshire, AL1 1LJ;

“**Cancellation Charges**” means the charges to be paid by the Client as may be set out in the Appendix relevant to the Services;

“**Client**” means the person(s), organisation, or corporate entity for whom the Hotel has agreed to provide the Services in accordance with these Terms;

“**Conditions**” means these terms and conditions which apply to all Event bookings at the Hotel;

“**Contract**” means the contract between the Client and the Hotel for the supply of the Services in accordance with these Terms;

“**Delegate**” or “**Guest**” means an individual person attending the Event at the invitation or on the instruction of the Client;

“**Deposit**” means one or more payments by the Client at the time of making a Reservation or at a subsequent date prior to the Event, as required by the Hotel to secure the Services more specifically set out in the Appendix relevant to the Services;

“**Event**” means the event (including, but not limited to, the accommodation, services and other facilities) booked by the Client, further details of which are set out in the Booking Contract;

“**External Supplier**” means any supplier contracted by the Client, who shall have access to the Hotel, or whose equipment shall be used in the Hotel, including without limitation, musicians, performance artists, florists, photographers and any other party who is contracted by the Client in connection with any of the Services;

“**Force Majeure Occurrence**” means a severe circumstance outside the control of either party. It includes, but is not necessarily limited to, Acts of God, fire, flood, earthquake, explosion, terrorism, war, riots or civil disturbances, loss of power and similar catastrophic events.

For the avoidance of doubt Force Majeure does not include adverse weather conditions, disruption to public transport and the like;

“**Group**” means a Group of individual Guests visiting the Hotel as part of a Tour or similar arranged by a recognised organiser of such Groups or Tours, and will comprise not less than 12 individual Guests;

“**Hotel**” means the establishment or location where the Services are to be provided, being any Hotel operated by *Cameron Ventures Hotels Ltd* or by an *Associated or Subsidiary Company* as set out below;

“**Information**” means any information reasonably requested and required by the Hotel to fulfil the provision of the Services;

“**Minimum Guaranteed Number**” means the number of Guests/Delegates for the accommodation and/or Event per day specified in the Booking Contract;

“**Package Charges**” means the fixed price charges for the provision of Services on specific dates, as detailed on the Hotel's website or literature;

“**Price**” means the price specified in the Booking Contract;

“**Reservation**” means a reservation for the provision of Services;

“**Revenue**” means the revenue anticipated by the Hotel in respect of the Reservation and any other facility or service which has been booked by the Client in connection with the Reservation, including an estimate by the Hotel for beverage consumption during the Event.

“**Schedule**” means the schedule attached to these Terms detailing information relating specifically to weddings;

“**Services**” means the services to be provided by the Hotel to the Client, including where applicable bedroom accommodation, function room hire, provision of food and beverages, and any other services agreed in writing between the Hotel and the Client;

“**Standard Charges**” means the charges in force from time to time for the Services, detailed in any brochures or other published literature, or on the Hotel's website;

“**Terms**” means the terms and conditions set out in this document.

1.2 Headings within these Terms and Conditions are provided for reference only and do not affect their interpretation.

1.3 Any reference to “in writing” shall include electronic transmissions such as email or fax.

1.4 CAMERON VENTURES HOTELS GROUP

Hotels and the relevant operating companies comprising the Cameron Ventures Hotels Group are as follows:

Best Western Priory Hotel, Bury St. Edmunds, Suffolk, IP32 6EH

CCCGC Ltd

Best Western Brome Grange Hotel, Brome, Eye, Suffolk, IP23 8AP.
 Best Western Ipswich Hotel, Copdock, Ipswich, Suffolk, IP8 3JD
 The Cedars Hotel, Stowmarket, Suffolk, IP14 2AJ

CC Hotels Ltd
 BJT Hotels Ltd
 Cedars Hotel Ltd

Cameron Ventures reserves the right to add new hotels or remove any individual Hotel from this list as circumstances dictate on giving, in the case of removal from the list, not less than 14 days' notice to any Client with whom a Contract with the relevant Hotel exists.

Creation of Contract

- 1.5 A Contract is created upon the Hotel accepting the Client's confirmation of a Reservation, the Hotel issuing the Booking Contract to the Client and the Client signing and returning the Booking Contract to the Hotel.
- 1.3 The Contract comprises these Terms and Conditions including the Appendices, the Schedule (if appropriate), the Information and the Booking Contract. These documents set out the whole agreement between the Client and the Hotel. The Client will ensure that details set out in these documents are complete, accurate and that the Terms and Conditions are fully understood.
- 1.3 These Conditions including the Appendices shall prevail over any other terms and conditions (whether or not inconsistent with these Conditions) and whether such conditions are in writing or are implied by custom, practice or course of dealing.
- 1.3.1 For the avoidance of doubt, these Conditions shall prevail over any other conditions previously published by the Hotel or Cameron Ventures.
- 1.3.2 In the event that there is any consistency or conflict between these General Conditions and any term or condition set out in an Appendix, the term or condition in the Appendix shall prevail.
- 1.4 No person other than a Director or Company Secretary of Cameron Ventures is authorised to agree either
- a) a variation to these Conditions, or
 - b) the acceptance of any other terms and conditions.
- 1.5 These Conditions are current at the date shown above, but Cameron Ventures reserves the right to amend them at any time. Cameron Ventures will use its reasonable endeavours to communicate the change to any Client with whom a Contract exists at the date of such change.

2 PAYMENT TERMS AND CREDIT ACCOUNTS

- 2.1 The Hotel reserves the right to inform the Client of any price variation in order to reflect any change in cost (including but not limited to changes in the rate of VAT).
- 2.2 The Client shall make all payments due under the Contract in Pounds Sterling.
- 2.3 A Credit Account may be applied for no later than 28 days prior to the Event and, if approved, will be confirmed to the Client by Cameron Ventures. For the avoidance of doubt, approval of Credit Accounts is at the absolute discretion of Cameron Ventures, NOT the Hotel. Credit accounts will not be given to individuals, nor for amounts of less than £500.
- 2.4 The Hotel reserves the right to amend or withdraw credit facilities at any time and/or require payment of the Price or any other amount due in full or in part, without further liability, upon written notice to the Client if, in the Hotel's view, the Client's credit worthiness deteriorates.
- 2.5 If the Client has an approved credit account with the Hotel, the Client shall pay to the Hotel the sum(s) due within 14 days of the date of issue of an invoice by the Hotel.
- 2.5.1 Payments made after the Event may be paid by Cheque or Bank Transfer.
- 2.6 If the Client does not have an approved credit account with the Hotel, the Client shall pay Deposit(s) in accordance with the terms set out in the Appendix relevant to the type of Reservation or Event.

3 LIABILITY

- 3.1 The Hotel will accept responsibility for losses the Client suffers as a result of the Hotel breaking the Contract if the losses were a foreseeable consequence of such breach. Losses are foreseeable where they could be contemplated by the Client and the Hotel at the time this Contract is entered into. The Hotel does not accept responsibility for indirect losses (such as loss of profits or loss of business opportunity or goodwill), which arise as a side effect to the main loss or damage and which are not foreseeable by the Client and the Hotel.
- 3.2 The entire liability of the Hotel under or in connection with the Contract whether for negligence, breach of contract, misrepresentation or otherwise, is limited in respect of each Event or series of connected Events to the Price.
- 3.3 Nothing in this Contract shall operate to exclude or restrict either party's liability for:
- 3.3.1 Death or personal injury resulting from negligence; or
 - 3.3.2 Fraud or deceit.
- 3.4 Personal belongings of the organiser or persons attending an event may be deposited in the Hotel's cloakrooms or other designated areas set aside for this purpose. The Hotel does not take responsibility for possessions left unattended which are misplaced, lost or stolen.
- 3.5 The Hotel accepts no responsibility or liability for any loss or damage to property belonging to the Client, Delegates or Guests or any third parties employed by the Client beyond that provided for in the Hotel Proprietors Act 1956 (as may be amended).

4. FORCE MAJEURE

- 4.1 If a Force Majeure Occurrence is of such severity that there is no option but to cancel the Event, both the Hotel and the Client will bear their own losses, as neither is responsible for the cancellation.
- 4.2 If the Hotel is prevented or hindered from hosting the Event by a Force Majeure Occurrence, the Hotel may, at its sole option, re-locate the Event to another Hotel in the same locality, or terminate the Contract forthwith by giving notice to that effect to the Client.
- 4.3 In the case of cancellation or termination as set out in 11.1 or 11.2 above the Hotel will refund any Deposit(s) paid but shall have no other obligation or liability to the Client.

5 GENERAL

- 5.1 The Client warrants that it holds copyright in, or a valid licence to use, any audio visual or other material of whatever nature to be utilised during the Event. The Client hereby undertakes and agrees to hold harmless and indemnify the Hotel in full in respect

- of any and all costs (including without limitation any fines, legal fees or other punitive awards) incurred by the Hotel as a result of the Client's unlicensed or illegal use of such copyright material.
- 5.2 Should any Delegates/Guests of or third parties employed by the Client behave in a manner that is unacceptable in the reasonable opinion of the Hotel, the Hotel reserves the right to remove such Delegate/Guest or other person from the premises and/or terminate the Contract. In this event no monies will be refunded to the Client.
- 5.3 The Client shall pay for the cost of repairing any damage caused to the property, contents or grounds of the Hotel where such damage has been caused by the Client or member of his party. Names and addresses of Delegates or Guests of the Client may be used to obtain payment for any such damage caused.
- 5.4 Cameron Ventures have a no smoking policy in all bedrooms. In the event that a Guest breaches this restriction, the Client will be responsible for the relevant deep-cleaning cost.
- 5.5 Except for any arrangements specifically set out in the Booking Contract food or beverage not purchased from the Hotel may not be consumed on the Hotel premises. The Hotel reserves the right to confiscate and dispose of any such food or beverage without compensation.
- 5.6 The Client shall not (and shall ensure that all Guests/Delegates and third parties do not) use the name, logo or any details of the Hotel for any matter.
- 5.7 The Client shall not (and shall ensure that all Guests/Delegates and third parties do not) permit any goods, services or any other matter capable of being sold (including, but not limited to, tickets) to be sold within the Hotel's premises without the prior written approval of the Hotel and any public authority (where necessary).
- 5.8 If any provision of the Contract is found by any court or administrative body of competent jurisdiction to be invalid or unenforceable such validity or unenforceability shall not affect the other provisions of the Contract, which shall remain in full force and effect.
- 5.9 If any provision of this Contract is found to be invalid or unenforceable but would cease to be invalid or unenforceable if some part of the provision were deleted, the provision in question shall apply with such modification as may be necessary to make it valid and enforceable.
- 5.10 A person who is not party to the Contract shall have no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this Contract. The clause does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act, save that Cameron Ventures Hotels Ltd may enforce any term of the Contract on behalf of or in the place of any individual Hotel.
- 5.11 Failure to exercise, or any delay in exercising, any right or remedy provided under this Agreement or by law shall not constitute a waiver of that (or any other) right or remedy, nor shall it preclude or restrict any further exercise of that (or any other) right or remedy.
- 5.12 The Contract constitutes the entire agreement and understanding between the parties in respect of the matters dealt with in it and supersedes, cancels and nullifies any previous agreement between the parties relating to such matters notwithstanding the terms of any previous agreement or arrangement expressed to survive termination.
- 5.13 No variation or alteration of any part of the Contract shall be effective unless it is in writing and signed by and on behalf of each party. The variation of any part of a Contract relating to a specific Event shall not affect any other Event, to which these Conditions in unvaried form shall apply.
- 5.14 This Contract shall be governed by English Law and the parties to this Contract submit to the exclusive jurisdiction of the English courts.

ACCEPTANCE BY CLIENT

I/WE ACKNOWLEDGE RECEIPT OF THESE TERMS AND CONDITIONS, WHICH WE UNDERSTAND AND ACCEPT.

NAME.....

COMPANY OR ORGANISATION (if applicable)

ADDRESS.....

.....

CONTACT TEL NO(s).....

EMAIL ADDRESS.....

SIGNATURE..... **DATE**.....

For Completion by the Hotel

Date of Event or Arrival.....

Type of Event.....

APPENDIX A – ACCOMMODATION (BEDROOM) BOOKINGS**A1. GENERAL****A1.1 Securing a Booking**

All Accommodation (Bedroom) Bookings must be secured by a valid credit card or paid in advance Bank Transfer. Provision of a valid credit or debit card number acts as authority for the Hotel to debit any charges properly due (including, but not limited to, charges following Cancellation or Non-Arrival) to the credit or debit card account.

A1.2 Payment

Unless an approved Credit Account has been established (and has not been withdrawn), the Client or Guest (as the case may be) will be required to settle all charges prior to departure from the Hotel.

A1.3 Unsecured Bookings

Bookings which have not been secured by credit card authority or advance payment will be held until 4.00pm on the date of arrival [6:00 p.m. local time the day before arrival], after which the Hotel reserves the right to release the room(s) booked to another Client.

A1.4 Cancellation or Non-Arrival

Bookings secured by credit card authority or confirmed in writing by a Client with an approved Credit Account may be cancelled without charge until 4.00pm on the day of arrival. After that time, a charge for one night's accommodation per room booked will be made to the credit card supplied by the Client, or to the Credit Account.

A1.5 Non-Standard Bookings

Please note that some Bedroom Bookings may, dependent upon other factors such as the daily rate, length of stay or inclusive package details, have different cancellation provisions from those set out above. In such cases, the Conditions applicable to the Non-Standard Booking will prevail over these Conditions.

A1.6 Change of Booking Details

Reservations may be amended in line with the Booking Conditions accepted at the time of making of the original Reservation(s). Any such amendments, particularly to date of arrival, length of stay or room type, will be subject to availability (which the Hotel cannot guarantee) and may result in a change to the rate payable and an additional Deposit.

A1.7 Arrival and Departure

Bedroom accommodation is available from 3pm on the day of arrival and must be vacated by 11am on the day of departure, unless specific alternative arrangements have been agreed with the Hotel. Extension beyond these times shall entitle the Hotel to impose additional charges.

A1.8 Non-Availability of Booked Rooms

In the unlikely circumstances that the Hotel does not have the number and type of rooms available at the Hotel on the date booked the Hotel reserves the right (without liability) to relocate the Client or Guest(s) to an alternative Hotel of a similar standard in the same locality.

If a particular room which has been booked by the Client is unavailable at the Hotel on the required date, the Hotel reserves the right (without liability) to relocate the Client or Guest to an alternative room of a similar standard within the same Hotel.

Any reasonable expenses incurred for relocation shall be borne by the Hotel. The acceptance of this obligation (which will not release the Client of the obligation to pay the Hotel the relevant charges) shall be in lieu of all other liabilities or obligations.

A2 CHILDREN

As a Best Western Hotel, each Hotel within the Cameron Ventures Group will, wherever possible and subject to availability, adhere to the Best Western Policy for Children (Full details can be found on the Best Western website)

Brief details are as follows:

A2.1 A Child / Children must be aged 12 or under at the date of the stay to qualify for these concessions.

A2.2 Subject to availability of a room able to accommodate 2 adults and 2 Children, and a minimum of 2 paying adults, up to 2 Children will be accommodated free of charge in this room. Additional or interconnecting rooms will be subject to charge.

A2.2 Free breakfast for any Child, subject to the booking being on a breakfast inclusive rate and a maximum of 1 free Child breakfast per paying adult.

A2.3 Children's meals other than Breakfast will be charged as taken.

A2.4 These concessions do not apply in conjunction with Best Western Rewards free night stays.

A3 SPECIAL PROVISIONS FOR GROUPS (TOURS) BEDROOM BOOKINGS

A3.1 This clause A3 shall apply to all Groups or Tours. For the avoidance of doubt if there is any inconsistency between this clause A3 and any other clause in these Conditions, this clause A3 shall prevail.

A3.2 All other clauses of these Conditions shall apply to Groups or Tours.

A3.3 The Organiser of the Group or Tour will provide to the Hotel a breakdown of rooms sold not less than 6 months prior to the date of arrival.

A3.4 Rooming lists must be provided to the Hotel at least 28 days prior to the date of arrival.

A3.5 Cancellation of part or all of the Group must be received in writing by the Hotel. Cancellations will be subject to the following Cancellation charges:

A3.5.1 Notice of Cancellation less than 4, but more than 3, months before date of arrival

30% of value of Revenue reduction

Notice of Cancellation less than 3, but more than 2, months before date of arrival

45% of value of Revenue reduction

Notice of Cancellation less than 2, but more than 1, month(s) before date of arrival

75% of value of Revenue reduction

Notice of Cancellation 1 month or less before date of arrival

100% of value of Revenue reduction

Non-arrivals will be chargeable at 100% of the Booking Revenue.

A3.5.2 Any Cancellation Charge due in accordance with clause A3.5.1 must be received in cleared funds by the Hotel prior to the date of arrival. The Hotel reserves the right to cancel the Group or Tour booking if such a Cancellation Charge is not received prior to the date of arrival.

APPENDIX B – BANQUETING, WEDDINGS, CONFERENCES AND MEETINGS**B1. GENERAL BOOKING REQUIREMENTS****B1.1 Provisional Bookings**

The Hotel will hold a provisional booking for a maximum of 10 working days, unless otherwise agreed in writing. During this period, should a further enquiry be received, the Hotel reserves the right to request immediate confirmation from the Client.

B1.2 Confirmation

All bookings are considered provisional until these Terms and Conditions have been signed by the Client and returned to the Hotel, together with such additional Information and Deposit the Hotel may reasonably require. If signed Terms and Conditions and the Information have not been returned to the Hotel and the required Deposit paid within 10 working days the Hotel reserves the right to release the provisional booking.

B1.3. Accommodation

Subject to availability, the Hotel offers special bed and breakfast accommodation rates for Guests attending Wedding or Banqueting Events. Details may be obtained from the Hotel at the time of booking. Rooms may be block booked and held until a date 2 months prior to the date of the Event. Any room bookings not confirmed by that date will be released for booking by other Clients. A Reservation for accommodation is not deemed confirmed until a deposit of £50.00 per room has been paid.

B2 DEPOSIT REQUIREMENTS AND PAYMENT PROVISIONS

B2.1 If the Client does not have an approved Credit Account with the Hotel, the Client will pay to the Hotel Deposit(s) as follows

- a. a £500 non-refundable Deposit at the time of confirming the booking.
- b. an additional Deposit of 50% of the Revenue at least three months before the Event.
- c. pay the balance of the Revenue plus any additional cost incurred by the Hotel in connection with the Event at least 28 days before the Event.

B2.2 Should the Revenue of the Event increase after the initial Deposit has been paid, the Hotel may require an additional Deposit to be paid prior to the Event.

B2.3 The Client shall provide the Hotel with credit card details at least 14 days before the Event to cover the cost of any additional charges that may be incurred.

B2.4 Clients with approved Credit Accounts will be invoiced following the Event and such invoice will be due and payable in accordance with the Client's agreed Credit Terms.

B2.5 If the Client fails to pay any amount due under the Contract on the due date the Hotel may charge interest at an annual rate of 2% above the Official Bank Rate of the Bank of England for the period from the due date up to and including the date of receipt (whether before or after judgment).

B2.6 The Client shall notify the Hotel of any disputed amounts within 5 working days of the date of the invoice or request for payment. The Client shall pay the undisputed amount within 14 days of the date of the invoice. The disputed amount may be withheld until the dispute is resolved. No interest will be charged for a genuine dispute i.e. on any amount that ultimately is not due and payable.

B2.7 All payments by the Client to the Hotel shall be made without deduction or set off.

B2.8 Invoices or requests for payment will be sent to the address and be marked for the attention of the person as detailed in the Booking Contract.

The Client shall notify the Hotel of any change to the billing address or addressee as soon as reasonably practicable.

B3 ORIGINAL NUMBERS, AMENDMENTS AND REDUCTIONS IN NUMBERS

B3.1 The Client will provide to the Hotel a reasonably accurate number (the "Original Number") of Guests at the time of booking.

B3.2 The Client will advise the Hotel as soon as reasonably practicable of any change in the number of Guests and a final number will be agreed not less than 60 days prior to the Event.

B3.3 In the case of Events including Bedroom Accommodation a full rooming list/delegate list is to be supplied to the Hotel 14 days prior to the Event. For the avoidance of doubt the submission of this list serves only to provide names of delegates attending the Event and does not affect the number of rooms contracted with the Hotel.

B3.4 Once Guest numbers are agreed, reductions will incur Cancellation Charges dependent upon the number of Guests by which the Reservation is reduced, and the period of notice prior to the date of the Event given by the Client, as follows,

42 or more days prior	Up to 10% of the Original Number	No charge
	More than 10% of the Original Number	25% for each Guest in excess of 10%
28 or more but less than 42 days prior		50% for each Guest
8 or more but less than 28 days prior		75% for each Guest cancelled
Less than 8 days prior		Full charge for each Guest cancelled

B3.5 The Hotel reserves the right to move the Event to a different room in the Hotel if the Client reduces the number of Guests by an amount which the Hotel considers material.

B4 CANCELLATIONS

B4.1 All cancellations must be notified in writing to the Hotel. The cancellation notice shall not be valid until an acknowledgment has been sent by the Hotel to the Client by email, fax or registered letter.

B4.2 Cancellation Charges will apply as set out below. The Hotel strongly recommends that the Client obtains Wedding or Event Insurance to cover these potential charges.

If notice of cancellation is received by the Hotel in accordance with clause B4.1,

- a) less than 6 months but more than 4 months prior to the date on which the Services are required or shall commence, the Client will be liable to a charge equal to 20% of the anticipated final balance.
- b) less than 4 months but more than 2 months prior to the date on which the Services are required or shall commence, the Client will be liable to a charge equal to 40% of the anticipated final balance.
- c) less than 2 months prior to the date on which the Services are required or shall commence, the Client will be liable to a charge equal to 80% of the anticipated final balance

In each case, the anticipated final balance shall be based on the greater of

- a) the minimum number of Guests required as detailed by the Hotel when the Reservation was made, or
- b) where anticipated numbers have been provided by the Client, the anticipated number, or
- c) where final numbers have been provided by the Client, the final number.

- B4.3** The Hotel may change/cancel the booking at any time and without liability to the Client, if:
- a) the Client is unable to pay its debts, or if the Hotel becomes aware of any changes to the Client's financial situation; or
 - b) the Client makes any significant changes to the Information or Booking Contract that may result in amendments to the Services offered by the Hotel; or
 - c) if the booking or reservation might, in the opinion of the Hotel, prejudice the reputation of the Hotel; or
 - d) any part of the Hotel is closed or unable to operate for any reason beyond the Hotel's control.

B4.4 The Hotel will use its reasonable endeavours to re-sell to another client the accommodation, function rooms, services and other facilities booked in connection with the Event and a proportional reduction in the Cancellation Charge will be made if the Hotel is successful.

B4.5 If a Cancellation Charge is due, any Deposit will be held until the original Event dates have passed and an assessment of the charges can be made by the Hotel and the Deposit offset against the Cancellation Charges.

B4.6 Any Guests or Delegates who do not arrive, or who depart early will be charged for at the rate of 100% of their respective Revenue.

B5. OUTSIDE AND THIRD PARTY CONTRACTORS

B5.1 The Hotel reserves the right to refuse any external entertainment, services or activities that the Client may have arranged and does not accept any liability for the acts or omissions of any party employed by the Client in connection with the Event.

B5.2 The Client shall provide the Hotel with a list of names of all contractors and third parties together with documentary evidence that such contractors hold Employer's and Public Liability insurance with an indemnity limit of not less than £, 1,000,000.

B5.3 The Client shall (and shall procure that all third parties employed by the Client) comply at all times with all regulations (whether statutory or otherwise), the Hotel's rules and regulations and any reasonable requests of the Hotel, including without limitation the provision of contractors' insurance documents and relevant risk assessments.

B5.4 The Client shall ensure that these Conditions are brought to the attention of all third parties employed in connection with the Event.

B5.5 The Client will indemnify the Hotel against any damage or loss, including consequential loss, caused by any such Contractor, whether to any part of the Hotel, its contents or equipment.

B6. LICENCES

B6.1 The Hotel shall be responsible for applying for any additional licences, consents and permits required in connection with the Event, provided the Client gives at least 42 calendar days' notice of their exact requirements to allow such applications to be made and the Client meets the reasonable costs associated with such application. No guarantee is given or implied by the Hotel that such additional licences consents or permits will be granted.

B6.2 The Client will be given the option to cancel the contract if the Hotel is unable to supply any additional licences required by the Client to allow the Event to proceed.

B6.3 Client shall (and shall procure that all third parties employed by the Client) comply with the terms of all licences, consents and permits (including any conditions attached thereto) and any decision or recommendation by the licensing officer or other licensing or entertainment authority, and with the reasonable requirements of the Hotel.

B7. SECURITY

B7.1 The Hotel accepts no responsibility or liability for any loss or damage to property of the Client, Delegates/Guests or any third parties employed by the Client beyond that provided for in the Hotel Proprietors Act 1956 (as may be amended). The Client should note that some Event rooms are not capable of being locked and that the Client is solely responsible for informing its Delegates/Guests of this prior to the Event and for taking all reasonable security measures.

B7.2 In respect of Weddings, the Hotel accepts no responsibility for wedding cakes, presents, guest books or any other wedding items.

B7.3 Security can be arranged with the Hotel with adequate prior notice at an additional charge.

B8. FIRE, HEALTH AND SAFETY

B8.1 The Client shall (and shall procure that all third parties employed by the Client) comply at all times with all fire, electrical, health and safety regulations (whether statutory or otherwise) including (but not limited to) the Regulatory Reform (Fire Safety) Order 2005 (as may be amended).

B8.2 The Client shall ensure that any material brought into the Hotel (e.g. stage sets) are so far as possible made of non-flammable materials, that all fire exits are kept clear at all times, and where a fire exit sign will be obscured, the Client shall ensure that appropriate temporary signs are erected.

B8.3 All electrical contractors must be NICEIC, EEA or IEE registered and the Client shall provide the Hotel with written evidence of this if so requested by the Hotel.

B8.4 The Hotel reserves the right to evacuate the Hotel in the event of a Fire Alarm or other emergency irrespective of whether it is a genuine emergency or not, in order to protect all Guests and staff and in this event, does not accept any liability for any consequent delay to the Event.

B8.5 The Client shall obtain the prior written approval from the Hotel and any public authority (where necessary) if it (or any third party employed by it) wishes to fix items to the walls, floors or ceilings or to use smoke machines, lasers, cracked oil, or dry ice.

B8.6 The Hotel will not permit the use of naked flames, fireworks, Chinese lanterns or any form of pyrotechnic.

APPENDIX C – CHRISTMAS FESTIVE LUNCHEAS AND PARTY NIGHTS EVENTS**C1 The Organiser**

The Hotel will liaise with one person (the “Organiser”) in respect of all matters relating to such bookings. The Organiser will be responsible for providing all Information reasonably requested by the Hotel, ensuring that all Payments are made when due, and that all members of the party are made aware of these Terms and Conditions, particularly as regards Payments and Cancellations.

If the Organiser is not attending the Event, the Organiser will provide the Hotel with the name of an attendee who will act as the “Party Host” and be responsible for liaising with the Hotel during the Event.

C2 Provisional Bookings

The Hotel will hold a provisional booking for a maximum of 10 working days, unless otherwise agreed in writing. During this time, should a further enquiry be received, the Hotel reserves the right to request immediate confirmation.

C3 Confirmation

Bookings will be deemed confirmed once a Deposit of £10.00 per person has been received by the Hotel. A Contract then exists and will be subject to the terms set out in this Appendix in addition to or, where applicable, in substitution for any other Terms and Conditions issued by the Hotel.

C4 Final Balances

The final balance due in respect of the booking including, where applicable, any pre-booked wine or other drinks must be paid no later than 4 weeks prior to the date of the Event, or 15th November whichever is earlier.

C5 Payments

Payment of Deposits may be made by Cheque, Credit or Debit Card, or Bank Transfer, save that Cheques cannot be accepted for bookings made less than 4 weeks prior to the date of the Event.

For large parties payments by Cheque should be in the form of one Cheque only. If this is not possible, the Organiser must write the name of the Organiser and the date of the Event on the reverse of each cheque before sending it to the Hotel.

C6 Cancellations

Deposits and Final Balances are non-refundable and non-transferable. In particular, they may not be utilised at the Event to offset any purchases of wine or other drinks.

C7 Menu Choices

Menu Choices should be returned to the Hotel 4 weeks prior to the event. Any special dietary requirements should be notified to the Hotel as far in advance as possible, preferably at the time of booking.

C8 Table Arrangements

The Hotel is unable to guarantee any specific table or seating arrangements but will make every effort to do so where practicable. If a request for an increase in numbers is made the Hotel will endeavour to comply with the request (subject to payment of a further Deposit and/or Final Balance for each additional Guest) but gives no guarantee that such a request can be accommodated.

Additional Guests may not join the party after service of the meal.

C9 Entertainment

The Hotel will use its reasonable endeavours to provide the entertainment as advertised but reserves the right to change this, without liability, on any particular date if such change is made necessary by reasons outside the control of the Hotel.

C10 General Conditions

- a) Food or beverages not purchased from the Hotel may not be consumed on the Hotel premises. The Hotel reserves the right to confiscate and dispose of any such food or beverage without compensation.
- b) Speeches or raffles are not permitted.
- c) Party items such as Party Poppers, Silly String, or any aerosol or spray item are not permitted and will be confiscated.
- d) Any Guest whose behavior is deemed unacceptable in the reasonable opinion of the Hotel may be asked to leave the Hotel premises immediately or may be refused admission to the Hotel.
- e) Damages caused to the Hotel by any Guest will be chargeable to that Guest and the Organiser or Party Host will give the Hotel such assistance as it may reasonably require in identifying the relevant Guest and recovering any charges levied.

I/WE HEREBY ACKNOWLEDGE RECEIPT OF THE ABOVE TERMS AND CONDITIONS WHICH I/WE UNDERSTAND AND ACCEPT

DATE OF EVENT.....

ORGANISER NAME.....

ORGANISER SIGNATURE.....DATE.....

PARTY HOST NAME (IF NOT ORGANISER).....

PARTY HOST SIGNATURE..... DATE.....

APPENDIX D – PROCEDURES APPLICABLE FOR GUESTS DEVELOPING SYMPTOMS OF CORONAVIRUS (COVID-19) WHILST STAYING AT A CAMERON GROUP HOTEL

D1 Initial Actions

A guest who develops symptoms of Coronavirus Covid-19 (e.g. a persistent cough, a high temperature, shortness of breath) should contact the NHS on 111 as soon as possible for assessment and advice.

Where possible, please use your mobile phone to call, as this will make it easier for call back and follow-up contacts, if required.

D2 NHS Advice

- a. Please follow any advice given by NHS111, which is most likely to be to return home by private transport and self-isolate.
- b. If this is not possible or appropriate (or you advised to remain in situ), please remain in your room.

In either case it is essential that you contact the hotel reception by telephone to advise them of the situation and relay the advice you have received from NHS111.

- c. Please ensure that NHS111 are made aware of the fact that you are unable to return home so that an appropriate health care professional can assess the situation and provide further advice to you and/or the hotel; if you meet the criteria for being potentially at risk of infection, they will liaise with the local healthcare system, will advise on isolation and will may also arrange safe transfer of anyone infected for appropriate medical treatment as required (in accordance with local medical care plans).
- d. Hotel Management and team members will comply with advice given by NHS 111 as far as reasonably possible.

D3 Remaining at the Hotel

If you do not have a booking to stay in our hotel overnight, but you are advised that it is not medically advisable for you to return home (or it is not feasible/appropriate to do so), the Hotel Management will plan such action as is necessary to protect you, other guests and the hotel employees.

This will include, but may not be limited to:

- a. Requiring you to remain in your room at all times, keep the door shut, turn off any air conditioning and open a window.
- b. Providing any necessary clean bed linen, towels, disposable tissues, cleaning materials. In order to minimise the risk of transmitting infection to others the Hotel will not service your room during your stay but will leave these items outside your bedroom door.
- c. Providing designated bags for used bed linen and towels, and separate bags for the disposal of non-reusable items. These will be left outside your bedroom door. Bags containing used linen and towels or disposable items should be closed as securely as possible (*please do not overfill them – the hotel will provide as many as are required*) and left outside your bedroom door for safe handling and disposal by the Hotel.
This procedure will continue throughout your stay and will include the day of departure when all linen, towels and disposables must also be securely bagged by you before you leave.
- d. Providing any meals or refreshments by means of Room Service – again these will be left outside your bedroom door - used trays, crockery, cutlery, and glassware should similarly be placed outside the door for collection.

D4 General Matters

- a. The Hotel will take all reasonable actions to ensure that your stay is as safe, comfortable, and stress-free as possible, and will consider any reasonable requests that might not be permitted in other circumstances.
- b. The Hotel can regrettably make no concessions as regards charges for your (extended) stay and any costs incurred by you must be settled before departure. As a matter of course, the Hotel recommends that all guests obtain relevant travel insurance to cover such unexpected costs.