



Richardson Hotels Event Terms and Conditions

These Terms and Conditions (“Agreement”) govern the booking and execution of all events arranged with **The Grand Hotel** (“Provider”). By confirming your booking, you (“Client”) agree to be bound by the terms set out below.

1. Booking and Confirmation

- 1.1. All bookings are considered *provisional* until a signed contract is returned within **7 days** of the initial reservation.
 - 1.2. Bookings not confirmed within this time may be released without notice.
 - 1.3. Details of the event (date, times, location, services required, etc.) will be specified in the Event Contract.
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2. Minimum Numbers and Accommodation

- 2.1 Minimum guest numbers will be agreed upon at the time of booking and **cannot be reduced** thereafter. Increases are subject to availability.
 - 2.2 If applicable, accommodation will be reserved based on the agreed minimum number of rooms. Additional rooms may be requested but are subject to availability and confirmation.
 - 2.3 A full rooming list must be provided no later than **4 weeks** prior to the event.
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3. Event Details

- 3.1 The final event schedule must be confirmed at least **4 weeks** prior to the event.
- 3.2 A complete list of individual guest names, menu choices, and dietary requirements must be submitted by the Client no later than **4 weeks** prior to the event. It is the Client's sole responsibility to ensure this information is accurate and delivered on time.
- 3.3 Place cards displaying guest names, menu choices, and dietary requirements are required for all events where a meal is booked, to assist service staff in meal delivery.

- 3.4 Basic place cards will be supplied by the Provider unless the Client informs otherwise and supplies their own. If the Client is supplying their own place cards, they must be delivered to the hotel no later than 24 hours prior to the event.
- 3.5 A basic table plan will be created and displayed by the Provider unless the Client provides an alternative plan or otherwise notifies the Provider. If the Client is supplying their own table plan, this must be delivered to the hotel no later than 24 hours prior to the event.
- 3.6 It is the Client's sole responsibility to ensure that all allergy and dietary information supplied to the Provider is accurate, complete, and submitted by the required deadline. The Provider will not be held liable for any adverse reactions, omissions, or incidents resulting from incomplete, incorrect, or missing allergy or dietary details that were not communicated in writing prior to the event.
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4. Payment Terms

- 4.1 Prices quoted are fixed at the time of contracting but may be subject to change due to external factors beyond our control (e.g., tax/VAT increases).
- 4.2 A **non-refundable deposit of 25%** of the total contract value is due at the time of signing.
- 4.3 The **final balance** is due no later than **30 days prior** to the event, unless otherwise agreed in writing.
- 4.4 Any additional charges incurred during the event must be guaranteed by a valid credit card in advance.
- 4.5 Credit accounts may be established at the Provider's discretion, subject to a credit check. The Provider may revoke credit terms at any time without notice.
- 4.6 All invoices on credit accounts must be settled within **14 days** of the invoice date.
- 4.7 Any billing disputes must be raised within **5 days** of invoice receipt. The undisputed portion must still be paid within 14 days.
- 4.8 Late payments may incur a **5% late payment fee** on the outstanding amount. Continued non-payment may result in legal action and recovery fees.
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5. Cancellation Policy

- 2.1 Once the contract is signed, cancellation charges apply to the full contracted value, including no-shows and early departures.
- 2.2 Cancellation charges are as follows:

Time Before Event Cancellation Charge

120+ days	Loss of deposit (25%)
90–119 days	50% of total cost
0–89 days	100% of total cost

2.3 The Provider reserves the right to cancel the event if there is a significant reduction in guest numbers or value from the original booking.

6. Liability

- 6.1 The Client is responsible for any damage caused by their guests, suppliers, or representatives to the venue, property, or equipment.
- 6.2 The Provider accepts no liability for loss or damage to personal items or third-party equipment.
- 6.3 The Provider recommends that the Client obtain appropriate insurance for cancellation, liability, and property damage.
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7. Force Majeure

- 2.1 The Provider shall not be held liable for failure to fulfil obligations due to circumstances beyond reasonable control, including but not limited to acts of God, natural disasters, pandemics, strikes, or government restrictions.
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8. Termination

- 8.1 The Provider reserves the right to terminate this Agreement immediately if the Client fails to meet payment deadlines or breaches any contractual terms.
- 8.2 Any termination by the Client is subject to the cancellation terms in Section 4.
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9. Governing Law

- 2.1 This Agreement shall be governed by and construed in accordance with the laws of **England and Wales** and any disputes will be subject to the exclusive jurisdiction of the courts of that jurisdiction.
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10. Acceptance

- 10.1 By signing the Event Contract or confirming the booking in writing, the Client agrees to be bound by these Terms and Conditions.