

## **Terms and Conditions**

1. All bookings must be made on the Lanes booking form and are subject to availability. All bookings for parties of 5 and above require a non-refundable and non-transferable deposit of £10 per person at the time of booking. Provisional bookings will be held for 14 days from the enquiry date and released without prior notification unless a deposit and completed booking form have been received. We reserve the right to release provisional bookings with 24 hours notice.
2. We reserve the right to alter, amend or cancel dates or rooms without prior notification.
3. Full payment of outstanding balance is required two weeks prior to the event. Final payment will be based on the number of guests for which the deposit has been paid. No monies paid will be refunded for guests who do not attend or cancel. All prices quoted are inclusive of VAT at the prevailing rate.
4. Seating arrangements will be at Lanes Hotel's discretion however every effort will be made to accommodate your requirements.
5. For parties, a pre-order of food choices will be required one month prior to the event. Please note that special wine prices are for pre-paid wines only. These prices can only be extended to wines pre-ordered and pre-paid with meal choices. It is not always possible to cater for an unexpected increase in the numbers of guests attending or special diet meals at short notice, in such instances an alternative will be offered where possible by Lanes Hotel. Final numbers for catering and special dietary requirements must be confirmed in writing 3 working days prior to the event.
6. In order to comply with our liquor license we reserve the right to refuse to serve alcohol to person or persons unable to provide proof of age.
7. Lanes Hotel reserves the right to refuse entry or take corrective actions should it be deemed necessary on the day of the event. The responsibility for the party and their conduct will rest with the organiser of that party.
8. Party nights, Christmas day and New Year's Eve are mixed groups. Should you require private parties these can be arranged. Minimum numbers in our private dining area are 30 or 70 which includes the lounge. Should these numbers not be received we reserve the right to cancel the event. Should your party number drop below the minimum numbers set, full payment for the difference will be required. Any extras taken must be paid in full on the evening of the event, we reserve the right to charge interest on any any unpaid extras accounts at 5% above BOE base
9. All drinks are to be purchased from hotel listed stocks. Items specifically requested, which we do not normally stock, should be organised at the enquiry stage so that we can obtain the product from our suppliers and must be paid for in full whether consumed or not. Should guests wish to provide their own wine, sparkling wine or champagne the hotel corkage charges are as follows: wine £20 per 75cl bottle, sparkling wine or champagne £30 per 75cl bottle.
10. Cheques should be made payable to Lanes Hotel or WT Hotels Ltd.
11. Speeches, raffles and photographers: as the Christmas parties are public events we do not allow these activities. However we do have private rooms available should you wish to book these.

12. Every effort will be made to check the ingredients of dishes with our suppliers. We cannot guarantee that our dishes do not contain nuts or nut derivatives. At the time of booking please advise us of any dietary requests or allergies.
13. Should any damage occur to the hotel or Hotel property during the event then a charge will be imposed to cover the cost of the damage.
14. You may wish to consider arranging insurance for your event. This can usually be done for a small premium to cover cost of cancellation and other liabilities. This contract would be between yourselves and your insurance company.
14. Where the Client is a consumer, it will have legal rights in relation to services delivered by Lanes Hotel which are not carried out with reasonable skill and care, or if the materials or equipment used by Lanes Hotel are faulty or not as described. Advice about consumers' legal rights is available from local Citizens' Advice Bureau or Trading Standards office. Nothing in this Agreement will affect these legal rights.

### **Accommodation**

Please refer to our website for best the available rate [www.laneshotel.net](http://www.laneshotel.net)