



## Holiday Inn Express Burton Upon Trent Terms & Conditions

The hotel asks clients to be aware that these conditions apply to all contracts for the provision of goods and services for meetings to the exclusion of all other terms and conditions including any which the client may purport to apply or which may appear in promotional literature.

### 1. How do I make a reservation?

You can make a reservation for a meeting or an event by simply returning to us this document, duly completed and signed where indicated. If you wish to make any special arrangements or if you have any special requests, then please do not hesitate to contact your Guest Service Manager, who will be glad to help you. If you are making a reservation on behalf of somebody else, then please let us know so that we can complete any necessary forms or documents.

### 2. What is included in the amounts charged for my reservation? How should I pay?

All prices charged to you are VAT and other taxes included. We will provide you with a detailed invoice, so that you know exactly for what items you are paying. We accept most credit cards. Please note that, unless you have been granted credit facilities, overdue amounts shall accrue interest from the due date at 1.5% per month.

### 3. Can I change the number of guests attending the meeting or event?

No problem, as long as you give us at least 48 hours notice and the room is suitable for the number attending. Please note however that our cancellation policy will apply if the number of guests or the cost of the event decreases or if the hotel does not receive adequate notice of change. In the event that you have additional guests, we will do our best to offer the same service we offer to your other guests. Please note however that the price for your reservation will then be increased accordingly.

### 4. Can I cancel my reservation?

A cancellation of the event would result in a considerable loss for the hotel, should you need to cancel your reservation, please refer to the following cancellation terms:

#### If I cancel

4 weeks before the scheduled date of my event or meeting  
3 weeks before the scheduled date of my event or meeting  
2 weeks before the scheduled date of my event or meeting  
1 week or less before the scheduled date of my event or meeting

#### My cancellation charge will be:

25% of the amount of my reservation  
50% of the amount of my reservation  
75% of the amount of my reservation  
100% of the amount of my reservation

### 5. Can we cancel your reservation even if you have made no change to your reservation?

In the unlikely event that the hotel needs to cancel your reservation, we will immediately refund to you any advance payment you have made. We will however only cancel your reservation if any of the following events occur:

- (a) The hotel is closed due to fire, by order of a public authority or by any other cause outside our control.
- (b) The hotel is sold to a third party
- (c) The reputation of the hotel could be damaged by the reservation or the reservation could disturb our other hotel guests.
- (d) The person or entity making the reservation is declared bankrupt or has become insolvent

Once you have been refunded for the cancelled reservation, we will have no further liability regarding your reservation



**6. Can I make use of the Hotel's conference equipment?**

Of course you can. Simply contact your Guest Service Manager who will be pleased to provide you with most of the equipment you need for a successful meeting or event. You can also bring your own audio visual equipment into the hotel, provided that it is not dangerous, hazardous or illegal, that you accept all liability for such equipment and that it is promptly removed when so asked by the hotel staff. In the event that you wish to set up an exhibition at the hotel, we will ask you to provide us with your plans and materials, so that we can ensure that we have sufficient space.

**7. Can I bring my own food?**

It is not permitted to bring food or beverages into the hotel. The hotel offers breakfast, lunch and dinner services at an additional cost. We have hot and cold drink facilities at an additional cost. If you are found to have brought your own food and drink into the hotel we reserve the right to charge £100 additional charge.

**8. Who's liable in case something goes wrong?**

Our rule is: "You break, you pay". Consequently, we shall only be liable to you and to the persons attending your meeting for injury to persons or loss or damage to property where and to such extent that the cause of the injury, loss or damage is due to our gross negligence. Similarly, we shall hold you liable for any loss or damage to our property and for injury to persons including our staff and guests arising out of the negligence or misconduct of you or the attendants of your conference or event.

**9. Can I use the hotels logo in my invitation or advertisements?**

We are always glad when our guests make reference to us. However, since our name and logos are important commercial assets and a symbol of our hospitality business, we would like to review all publications bearing our name or logos prior to any distribution

**10. Postponements**

Any postponements of confirmed and contracted business will be considered as a cancellation in accordance with Clause 4 above.

**11. Non Arrival charges / Early Departures**

Bedrooms reserved in conjunction with functions are regarded as guaranteed bookings and, in the event of non-arrival, any additional nights reserved will then be cancelled and appropriate cancellation charges will be levied as detailed in Clause 4. Similarly, the hotel reserves the right to charge for early departures.

Thank you for taking time to read our terms and conditions. We have tried to keep them as simple and straightforward as possible. You can now confirm your reservation by signing this page below, and returning it to us. Please note that we hold the right to release your reservation if we have not received this agreement, duly signed where indicated. Should you however have any further questions, then please do not hesitate to contact any member of the hotel staff. They will be glad to assist you.

**I have read the above Terms & Conditions; I understand and agree to be bound by them.**

**Company Name:**.....

**Name of Signatory:**.....

**Signed:** ..... **Date:**.....