

Cancellation policy

Meeting room is cancellable 28 days prior arrival

- Prior to 28 days: 100%
- 28 – 14: Transferable to a future date with same cost and criteria
- 14 – 0: 0% Refund

Cancellation fees for groups are as following:

Cancellations between 10 - 39 rooms: Free cancellation 28 days prior to arrival.

Cancellations over 39 rooms:

- 90 days plus: no fee
- 60 – 90 days: 25%
- 29 – 61 days: 75%
- Under 29 days: 100%

Terms and Conditions

The Company enters into this contract as agent for those hotels that it operates on behalf of a hotel owner. The offer letter for this contract will clearly state the identity of the Hotel owner.

Where there is any conflict between these terms and the Event Schedule, the provisions of the Event Schedule shall have precedence.

1. DEFINITIONS

"Accommodation" means any Hotel room accommodation reserved as part of the booking.

"Company", "us" or "we" means Yotel Hotel Management (UK) (company no 7992488) whose registered office is at the 42 Adler Street, London, E1 1EE, United Kingdom.

"Booking" means the booking for the function and/or any other services or items made with us.

"Contract" means the Booking, these Terms, the events schedule and any other terms and conditions stated to apply to the booking.

"Deposit" means the percentage pre-payment(s) of the Function charges required by the Company pursuant to the terms of this contract.

"Events Schedule" means the schedule issued by the company setting out the details of the booking and to which these terms shall be incorporated.

"Function" means any meeting, event, function and including any accommodation.

"Hotel" means the premises for which your booking is made.

"Terms" means these terms and conditions.

"VAT" means value added tax.

2. BOOKINGS & CONFIRMATION

All bookings are subject to these terms. All booking will be held on a provisional basis for

seven (7) days, or such lesser period specified in the events schedule. The company reserves the right to treat as unconfirmed and release a booking without notice unless, within this 7-day confirmation period.

- a. These terms and the event schedule are signed, initialled on each page and returned to the company; and
- b. An initial deposit (as identified below) and/or full pre-payment has been received by the company in accordance with clause 4 (payment)

Where a booking has not been confirmed the company shall have the right, but not the obligation, to offer the function room(s) to other customers.

3. CHARGES

The estimated charges payable to the company are set out in the events schedule and are based on the agreed rate(s), room(s) booked and anticipated function guest numbers. Any additional services, rooms, refreshments, meals or VAT (at the prevailing rate) are included only if specified. A minimum length of stay, number of guests, spend, deposit, cancellation charge and other conditions may apply to certain rates, as specified.

The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services. VAT will be payable at the prevailing rate applicable at the tax point of the invoice issued and may change depending on the actual rate and the VAT treatment of the goods and services purchased at that date. Price list for additional items are available on request.

4. PAYMENT

4.1 Payment Method

We accept the following methods of payment:

- a. Credit cards; American Express, Mastercard/Diners International, Diners Club, JCB international Credit Card, Visa
- b. Debit cards; Visa/Delta, Visa/Electron, Switch and Maestro
- c. Cash; remitted to the bank account details specified in the events schedule.

4.2 Payment Terms & Deposit

a. Unless otherwise agreed in the events schedule:

- i. An initial 50% deposit ("initial deposit") will be payable by you to the company within seven days of making a booking and;
- ii. A further 50% deposit will be payable a minimum of 4 weeks prior to the function start date or with the initial deposit where, at the time of booking, fewer than 4 weeks remain before the function start date.

b. To the extent the company has provided sufficient credit facilities to you no further pre-payment above the deposit will be required by the company prior to the function start date. Following the function start date the company shall submit an invoice for the payment of the outstanding function charges to you, which shall be payable within fourteen (14) days from the date of the invoice. Any credit facilities will be subject to status and approval by the company of a credit application from submitted to us at least twenty-eight (28) days prior to the function start date. In the event that credit provided does not fully cover the charges for the booking, the company may at any stage require a further pre-payment of the function charges.

b. Where no credit facilities have been made available:

- i. The balance of the estimated function charges for the booking shall be payable at least thirty (30) days prior to the function start date.
- ii. Where, at the time of booking, fewer than 30 days remain before the function start date, full pre-payment of the estimated function charges will be required on confirmation.

The company may require a further deposit and/or pre-payment to the extent the final numbers (once received) exceed the estimated number of guests on the event schedule.

We reserve the right to charge interest at the rate of 4% above the base rate of the Bank of England for any sums not received on the due date, or, once confirmed and if prior to the function start date, treat any non-payment of sums due as a cancellation of the booking.

4.3 Additional spend

Unless credit facilities have been made available, we may require details of your credit/debit card to cover any additional or incidental amounts that become due. You authorise our use of this card for such purpose.

You shall confirm to the hotel, on or before the function start date, the names of any function guests who you are authorised to sanction, on your behalf, any additional spend at the function above the levels set out in the event schedule (if any)

4.4 Payment of cancellation charges

Where a cancellation, variation or reduction to the booking occurs, the provision of clause 7 (changes or cancellation by you) shall apply to the payment of any cancellation charges.

5. GUEST NUMBERS

5.1 Minimum number of guests and final numbers

Charges shall be calculated on the basis of the minimum number of guests specified in the event schedule or your final numbers (once provided) whichever are the greater.

Where the actual number of guests falls below this number, we shall have the option to:

- a. Charge you for the minimum numbers of your final numbers (whichever are the greater)
- b. Move the function to a different location within the hotel
- c. Reallocate the booking to a different hotel; or
- d. Cancel your booking in accordance with clause 8 (changes or cancellation by the company)

5.2 Maximum number of guests

If your final numbers, or the actual number of guests attending a function, exceeds the maximum capacity of the hotel space booked, we may be unable to accommodate the additional guests for operational, legal and/or health and safety reasons. In such circumstances, we will have the option to:

- a. Move the function to a different location at the hotel.
- b. Reallocate the booking to a different hotel;
- c. Refuse entry once capacity is reached; or
- d. Renegotiate the events schedule with you.

5.3. Final Numbers

You shall confirm the final numbers of function guests to the hotel not less than fourteen (14) days in advance of the function (the "final numbers")

5.4 Accommodation final numbers

Accommodation numbers shall be notified to us in accordance with clause 6.1 (rooms) below. Where there is a change in the number of guests, the provisions of clause 9 (room change) may apply.