



Headland Events Terms & Conditions

Covid-19

As we are managing a public health issue, we expect the full support of all our stakeholders: our guests, our team and our business partners. We will continue with a more relaxed policy regarding postponements and cancellations whilst Covid-19 is within the community; please ask for specific details relating to your event. Should there be another lockdown, we will be as flexible as we have been from March 2020.

However, it is very important that your guests do not travel to the hotel for an event if they feel unwell and have tested positive. There will be no allowance or refunds in these instances unless the services and accommodation booked is fully re-let.

Covid-19 information restrictions are subject to change without notice according to government guidelines and operational necessities. We will make ongoing changes essential for your safety and for the long term interests of the business. Please see the Covid-19 notice on the website for the latest information.

1. Booking your conference or event

A written confirmation must be received together with an address, full contact details and a deposit. The number of guests (+/- 10%), together with the full programme, must reach the hotel at least one month prior to the event. Final numbers must reach the hotel at least 14 days in advance. Accounts will be due for payment in advance, unless otherwise agreed in writing. Cheques (company or personal) must be presented in good time for clearance (allow up to 14 days) and will not be accepted on departure under any circumstances. Credit terms may be agreed in writing, and credit references will be sought. Payment of invoiced accounts is due within 14 days of presentation. Overdue accounts will be charged at 2% per calendar month, or part thereof.

2. Cancellation and significant changes

Any cancellation, postponement or significant changes in arrangements must be confirmed in writing. Deposits will only be refunded, less administration costs, once the date has been re booked for a similar event.

- If the cancellation occurs within one month of the date of the event, the client shall be liable for 90% of the contracted facilities booked - if the date is resold the charges will be offset
- If the cancellation occurs within 2-5 months of the event, 60% will be charged, unless the date is re-sold
- If cancelled within 6-12 months of the event, 30% will be charged, unless the date is re-sold

Significant changes to contracted numbers and facilities will be treated in the same way as a cancellation regarding your liability; cancellation insurance is strongly recommended. We reserve the right to change the room(s) reserved to smaller room(s) if numbers decrease.

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3. Liability

We cannot be held liable for the failure of public services (water, gas, electricity etc) or for any noise or disturbance beyond our control. In all cases (except personal injury or death), our liability to you for the total of all claims arising out of your event is limited to the cost of the booking.

4. Personal belongings, including presents

Personal belongings are the responsibility of each member of the party but items of value can be left in the hotel safe at Reception and a receipt must be obtained. We will accept no liability whatsoever for any accident, loss or damage to your property unless it is demonstrably due to our negligence. All gifts and cards are your responsibility and must be collected at the end of the reception together with any remaining celebration cake, table decorations and flowers supplied by you that you wish to keep. Loss or damage to any items must be reported to the Duty Manager before departure, otherwise no claim will be accepted.

The Headland will store items for a maximum of 48 hours after the event, after which time they will be repurposed or disposed of.

Deliveries must be addressed to The Headland using the name and date of the event and of your event coordinator/manager. The event manager must be informed of any deliveries prior to receiving them.

5. Use of the venue

If agreed at the time of booking, the hotel can be reserved for exclusive use (except the Terrace, Spa, Bar and Aqua Club). Such an agreement shall be deemed to be reciprocal and the party will use the hotel facilities for all catering and hospitality for the full period of the booking. Unless otherwise agreed, we will reserve areas of the hotel for residents only and not for the use of the event. The hotel may also choose to host other events alongside your own event unless you have booked for exclusive use.

6. Food and drink

We reserve the right to supply all food, drink and services, with the exception of celebration cakes. Corkage is not available, and you may not bring in your own food, alcohol or soft drinks. It is your responsibility to ensure all of your guests are aware of this. Specific wines (or the vintage) chosen in advance may not be available at the time of your wedding as our wine list is regularly updated, but we will supply a suitable substitute of similar quality and style.

7. Allergen information

We can advise of all allergens that are deliberate in our products. As our kitchen handles food containing flour, eggs, milk, nuts and other allergens, there is always a risk of cross-contamination so we cannot



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guarantee that any product is entirely free from any allergens. Guests are advised to take care before using products available in the public areas; any use will be the sole responsibility of the guest.

8. Accommodation

During the quieter months, special rates may be available for guests attending large events. All accommodation is subject to availability and the agreement must be confirmed at the time of booking the event. All rooms must be pre paid a month in advance (cottages must be paid two months in advance) and, on arrival, a credit or debit card will be required for a pre-authorisation of £50 per day, for each room and cottage, for extras. The person booking the event is responsible for ensuring all guests are fully aware of the accommodation Terms and Conditions.

9. Car parking

Vehicles are parked the owners' risk.

10. Disabled access

In order to accommodate guests with limited mobility we have disabled parking bays, ramped access to the front door, a lift and some wheelchair accessible rooms with walk-in showers and wide doors. If guests require assistance, please contact us to discuss requirements prior to the event.

11. Equipment and extra charges

The client shall be liable for all electricity used other than by the hotel's usual fixed equipment and lighting. The hotel does not accept responsibility for the client's equipment. A registration table will be included in the cost on some packages. Materials can only be displayed on display boards, no blue tack or pins are permitted on the walls, any redecorating charges will be added to the account. Late changes to table plans that result in reprinting, table and room decorating or secretarial and IT assistance will also result in extra charges from £25 per person, per hour.

Extended use of the room(s) for set up and removal of equipment, decoration, trade stands etc will be charged over and above the room hire charge. These extensions must be agreed in writing, are subject to availability (usually near the date of the event) and costs paid in advance. A service charge of 10% may be added for all external services used or booked on behalf of the guest by the hotel.



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12. Ongoing improvements and maintenance

Maintenance and improvements take place all year round (this listed building always needs something doing!) and we will do our best to ensure you are not inconvenienced, but regret we will not be offering compensation if a facility is unavailable. The age of the hotel, together with the exposed position, makes maintaining it a huge task: each year, a section of scaffolding is erected to enable the rolling weather-proofing and routine repairs programme. Unexpected storm damage may result in obvious signs of work and no compensation will be paid in these instances.

13. Licenses

The hotel has held a full liquor license for over 120 years and also holds a public entertainment license for up to 300 guests. To avoid the disturbance of other guests, evening entertainment must finish by 11pm or midnight at the latest. All live bands are to be approved by the event manager prior to booking and must finish by 11pm. We reserve the right for the music volume to be reduced to an acceptable level if we receive complaints about excessive noise. The bar will close to non-residents at the same time as the entertainment finishes. An application for extensions or variations to the licenses will incur an additional charge.

14. Client responsibility

The client shall be responsible for the behaviour of their guests and any damage to hotel property, including theft and water damage. Guests should not be excessive or rowdy and offensive or illegal behavior will not be tolerated. Consideration must be shown to other guests and our staff. We reserve the right to recover from the person making the booking any discretionary compensation payment or discount we may have to pay other guests as a result of your actions, or that of members of your party. Our guests and staff alike should be treated with respect and dignity at all times.

Threatening and offensive behaviour (at any stage) may result in the hotel cancelling the event altogether with all the accommodation, if we feel, at our sole discretion, that you or members of your party have infringed any of these conditions. All accounts will be due in full, no refunds will be given and the party will be asked to leave. You have an obligation to inform your party of these expectations.

15. Validity of prices

Prices are correct at the time of publication but may change without notice, with the exception of confirmed bookings. These will not alter other than to reflect any changes in tax. Online Terms and Conditions supersede any printed collateral. E&OE.

16. Final statement

The hotel reserves the right to refuse any booking.