



Headland Weddings 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 a wedding 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. What do I have to do?

Once the date and time of the wedding has been agreed, we need your address(es), full contact details, written confirmation and the deposit to make the booking contract with you both. The timing of the ceremony and reception must be agreed at this point. By paying your deposit you are accepting our Terms and Conditions as follows:

- Initial deposit: £2,000 for weddings with projected numbers of over 50. £1,200 for weddings with projected numbers of less than 50. £500 for our Elopement package.
- Six months prior to the wedding: a further payment to match the initial deposit. Three months prior to the wedding: 75% of the projected costs, if not already covered by the above.
- One month prior to the wedding: all arrangements, including contracted accommodation, menu choices and dietary requirements (see point 6. Allergen Information), to have been finalised and final balance paid.

2. Payment terms

If you fail to pay any of the above, we reserve the right to cancel the wedding. There will be no refund and you will be liable for the full cancellation charges, unless the facilities are fully resold. An administration fee will also be charged. Credit terms are not available. One month before the wedding we need final numbers. Extra guests (or services) must be paid for at this time. After this date, there will be no refunds if numbers decrease.



Headland Weddings Terms & Conditions

3. Cancellations and significant changes

Charges, as listed below, will apply if you cancel your wedding and a postponement/change of date will be deemed a cancellation:

- Over 12 months' notice: the deposit will be returned if the facilities are resold.
- Between 6 and 12 months' notice: 50% of the estimated cost will be payable (unless the facilities are fully resold).
- 5 months and under notice: 90% of the estimated cost will be payable (unless the facilities are fully resold).

A booking fee of £250 will be retained for all cancellations, regardless of cancellation date. If your anticipated numbers turn out to be less than booked, we reserve the right to give you a smaller room and/or an additional room hire charge (from 10%) will apply.

4. Hotel bedrooms and self-catering cottages for you and your guests

Separate Terms and Conditions are applicable for hotel rooms and cottages. It is your responsibility to make them aware of these if you are reserving accommodation on their behalf.

Some of our wedding packages include a complimentary bedroom for the night of the wedding. The Bride and Groom can also reserve and allocate accommodation for family and friends. Rooms can be paid for by the wedding party (names, addresses and contact details are required), or individuals occupying the rooms will be required to book directly with the hotel.

Rooms must be paid for one month prior to the wedding date and cottages must be paid two months in advance. Upon arrival, a credit or debit card will be required for a pre-authorisation of £50 per day for extras. At quieter times of the year, your guests may have discounted Ocean, Coastal and Cosy rooms: this agreement must be confirmed in writing at the time of booking the wedding and all reservations must be made directly with the hotel. This offer cannot be made in conjunction with any other offer.

Any rooms not paid for, or if cancelled, will incur fees and will be added to the wedding account.

5. Food and drink

Final menu choices must be received one month before the wedding. We reserve the right to supply all food, drink and services, with the exception of wedding 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 a similar quality and style.



Headland Weddings Terms & Conditions

6. 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 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.

7. 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.

8. 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 wedding 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 wedding, 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.

9. What else will be happening in the hotel and grounds at the time of my wedding?

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 also result in obvious signs of work and no compensation will be paid in these instances.



Headland Weddings Terms & Conditions

The ground floor is spacious and the Terrace and Bar are used by non-residents. Other areas may also be reserved for guests and residents not attending the wedding. We may also book other events in the hotel, including weddings, alongside yours.

10. Licenses

We have held a civil wedding license since 1995; a full liquor license for over 120 years and hold 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 at the same time as the entertainment finishes.

11. Extra charges

Included in the price of the wedding is the placing of name cards and favours. If you need any help with decorating the room, tables, putting up balloons etc. we may have staff available if you let us know in advance: the cost will be from £25 per person, per hour. If the event room(s) is/are required for extra time to set up and clear down there will be extra charges according to the duration and size of the room. These extensions must be agreed in writing, are subject to availability (usually near the date of the event) and costs paid in advance.

12. Car parking

Vehicles are parked the owners' risk.

13. 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.

14. The behaviour of you and your guests

The wedding couple 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 wedding altogether with all the accommodation, if we feel, at our sole discretion, that you or members of your party have infringed



Headland Weddings Terms & Conditions

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.