



Headland Christmas Party 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 continue to familiarise yourself with the latest announcements on the UK government website.

1. Booking your Christmas party

A booking form must be received together with a £20 per person non refundable deposit and by paying this deposit you are accepting our Terms and Conditions. Final numbers must reach the hotel at least one month in advance and the account will also be due for payment in full at this time. 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 an invoiced account 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.

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



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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 appropriate.

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

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. 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.

5. Pre-orders and table plans

Pre-orders for food for each guest as well as a detailed table plan must reach the hotel at least one month prior to the party. The Headland reserves the right to amend table plans if required. We will provide all guests with an individual place card detailing the pre orders and any pre arranged dietary requirements. This information is key to ensure that each of your guests receives the correct food and cutlery, and is crucial for any guests with allergies.

6. 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 party unless you have booked for exclusive use.

7. Food and drink

We reserve the right to supply all food, drink and services. Corkage is not available, and you may not bring in your own food, alcohol or soft drinks. If discovered, the party members will be asked to leave and 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 party as our wine list is regularly updated, but we will supply a suitable substitute of similar quality and style.



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8. 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.

9. Hotel accommodation

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

10. Car parking

Cars are parked at the owner's risk. Guests taking a taxi home will be welcome to leave their cars at the hotel over night.

11. 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 party.

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 will finish by 11pm or midnight at the latest. 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.



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14. Client responsibility

The party organiser 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 party 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 guests of these expectations and the consequences of non-compliance.

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.