

To be read in conjunction with meetings and event contract issued by North Lakes Hotel & Spa.

1. Use of the hotel

- 1.1 You should provide all such information that is available in relation to the function as may be necessary to enable The Hotel to make a fully informed assessment of its obligations to provide the services/facilities and/or accommodation as specified in the Booking Order Form
- 1.2 We reserve the right to approve any externally arranged entertainment, services or activities that you have arranged and cannot accept liability for any resultant cost.
- 1.3 Should any of Your delegates be unable to correct any aspect of poor or unacceptable behaviour, You may be asked to terminate your stay. Should this occur, no monies will be refunded to You
- 1.4 No wines, spirits or foods brought into the hotel may be consumed without written consent from Us.
- 1.5 We shall not be liable for any failure to provide or delay in providing facilities and service as a result of events or matters outside The Hotel's reasonable control.
- 1.6 The Hotels' name/logo may be used in publicity, only once a proof of all promotional material has been agreed with Us.
- 1.7 You are responsible for ensuring that any band or musician employed by You complies with the requirements of the Performing Rights Society, and You agree to indemnify The Hotel against any claim arising from a breach of this clause.
- 1.8 You are required to do all that is necessary to enable Us to comply with licensing and other relevant legislation.
- 1.9 We are concerned for your health and safety and that of the hotel. Please obtain prior written approval if you wish to fix items to the walls, floors or ceilings.
- 1.10 You should not carry out any electrical or other works at the hotel including amplification and lighting, without written consent from Us.
- 1.11 You should not bring dangerous or hazardous items into the hotel and will remove such items if requested to do so by a member of The Hotel management or any other authorised person.

2.0 Insurance

We strongly recommend that you take out insurance to cover your property within the hotel. Your Event may also be insured against cancellation or abandonment with a minimum sum insured (based on the anticipated income to The Hotel). Insurance can also cover non-appearance of speakers or delegates, property damage at or to the venue or its contents, third party bodily injury, third party damage and loss or damage to your property or equipment including that hired by yourself. The Hotel does not accept liability for any of these matters save for where such loss or act is a result of the hotels negligence.

3.0 Emergency Evacuation

In the event of the hotel having to be evacuated in the case of fire or other emergency You should Follow the fire and emergency procedure given in published notices in the hotel and the instructions of The Hotel employees. We shall not be liable for any loss or damage caused by any such evacuation, save any such liability which cannot be lawfully excluded.

4.0 General

- 4.1 We will take all reasonable steps to fulfil your reservation to the best of our ability and in accordance with the details provided. However, we reserve the right to provide alternative goods and services/facilities and/or accommodation of at least an equivalent standard at no additional costs to You.
- 4.2 You shall not be entitled to assign the booking to any third party nor utilise The Hotels' facilities, other than for the purpose stated in the Booking Order Form, without prior written approval from Us.
- 4.3 The Hotel reserves the right to pass on to You any additional costs incurred by Us in respect of goods and services provided to You or such persons attending the Event.
- 4.4 Whilst the Company has taken all reasonable steps to ensure that the information contained in brochures, tariffs, leaflets and advertisements is accurate, we reserve the right to alter, substitute or withdraw any service, facility or amenity without notice if necessary.
- 4.5 Notwithstanding anything contained in these Conditions, We will not be liable for any failure to perform our obligations to You in whole or part as a result of any matter outside The Hotel's reasonable control including but not limited to, strikes or other industrial disputes, failure of a utility services or transport network, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulations, direction or statutory provisions, accident, breakdown of plant or machinery, act of God (including but not limited to fire, flood or storm (whether at or near to the hotel where the Event is being hosted)) ("a Force Majeure Event")
- 4.6 No variation of these Conditions and/or the Booking Order Form and/or the Contract shall be effective unless in writing and signed on behalf of both The Hotel and the Client.
- 4.7 A waiver of any right under the Contract is only effective if it is in writing and applies only to the party to whom the waiver is addressed.
- 4.8 Nothing in the Contract or these Conditions is intended to, or shall operate, to create a partnership between the parties or to authorise either party to act as agent for the other.