



## **General Terms & Conditions:**

### **1. Booking and payment**

- A meeting- or conference reservation is when premises are provided, with or without food, for meeting, conference or similar. The client is the person who is liable to pay for the arrangement. The venue is the supplier who delivers the meeting facilities, food items, AV, etc.
- Published meeting suite rates are exclusive of VAT with is charged at the prevailing rate at the time of invoicing.
- A written confirmation of your meeting or event will be made at a time when both parties have an agreement on the details and pricing.
- Full payment is required before arrival unless credit terms have been established. Non-payment of a deposit, balance or outstanding payment will mean cancellation of your meeting / event.
- Clients should always check their confirmation details.

### **Payment schedule:**

- Deposit of 25% is require at time of booking.
- Balance of payment no later than 4 weeks before arrival.
- If you book within 4 weeks of departure then the full payment can be required.
- Additional items booked after the time of booking may result in a higher deposit being required. Further charges may apply for late cancellation – see Cancellation terms.

### **2. If you cancel your meeting or event**

If you or a designated associate from your company or organization cancels their meeting, conference or event at any time then it must be communicated in writing. You must pay the cancellation charges to cover administration costs, cancellation charges administered to the company from suppliers and the potential declining of other business. If your booking includes an additional item such as bedrooms or event tickets then these items will be charged at the full retail rate.

<b>Period before departure (Cancellation)</b>	<b>Cancellation charge</b>
At any time	25% deposit only
28 – 21 days	50% of the cost
20 – 11 days	75% of the cost
10 – 1 day	100% of the cost

### **3. Alterations to your meeting room hire**

We endeavour to fulfill all business booked at our venues, hotels and meeting rooms but sometimes cancellations or minor changes have to be done. We reserve the right to do this in the event of an unavoidable situation. We will advise of these changes at the earliest opportunity.

If, after booking and before your meeting room hire transpire, we make a substantial change to your reservation, you will have the option of withdrawing from this agreement without penalty. This change includes moving your arrival date, a significant change in meeting room availability or changing your designated meeting room.

### **4. Meeting Room Cancellation Policy**

#### **Cancellation by the customer**

Written notification of a cancellation in the form of an email is required if unnecessary charges are to be avoided. If we do not receive the required notice of cancellation, the full booking fee may be charged.

#### **The following is our policy.**

For meetings that are scheduled to last between one and five hours, we require a minimum of 24 hours-notice for cancellations or amendments. When the required notice is provided, no charge will apply. If the required notice is not provided the full booking fee will be charged.

For meetings that are scheduled to last for five hours or more we require a minimum of one week's notice of cancellations or amendments for no charge to apply. If provided with notice that is more than 48 hours but less than 1 week – a charge of 50% of the booking fee will apply. If provided with notice that is less than 48 hours, the full booking fee will be charged.

#### **Cancellation by the hotel**

The hotel may cancel any meeting room booking on the basis that; there is a possibility the meeting may become over-subscribed or difficult to manage, it poses a threat of any kind to our management and staff, it may prejudice or potentially damage the reputation of the hotel. In such event, the hotel will refund all advance payments made but will have no further liability to the client. In addition, the hotel may cancel any meeting room booking if the Hotel becomes aware of any deterioration in the client's financial situation such that the Hotel reasonably considers the client may not be able to fulfil its material obligations under the agreement; or if the client fails to pay any sum when due.

### **5. Our responsibility to you**

We accept responsibility for ensuring the meeting or event booked is accurate as described in brochures and marketing materials. Also, the standard of meeting rooms, food, beverages, equipment and other items is of high quality. We are not liable if there are unforeseen or unavoidable actions of a third party not connected with our services or by the non-conformity of a client resulting in unavoidable circumstances. We accept responsibility for acts or omissions of our employees and agents. Our liability is limited to a maximum of the value of the original booking.

## **6. Use of premises**

The hotel's meeting rooms are available to the client as stated in the booking confirmation. If the event goes beyond the agreed time, the client will be charged extra as per the price guide.

The client is obliged to use the meeting rooms and premises in a manner that does not disturb other guests. Clients must follow safety instructions from staff. The meeting rooms can only be used for activities in line with hotel health and safety conditions, applicable laws and regulations. Guests must state the nature of use for the meeting rooms and can only use them for these purposes. Any misleading or incorrect information can lead to the cancellation of the reservation without a refund.

The client is responsible for any damage inflicted on the premises by their guests, agents or third parties working with the client. The client agrees to pay any damages for remedial works required if damage has been committed.

## **7. If you have a complaint**

If you have a problem during your visit, please inform a manager or member of staff who will endeavor to correct any issues. If your complaint is noted after your visits then you can put the issues in writing to the Gleneagle Hotel within 14 days. Include your booking reference, important information and photos if required.

## **8. Food and beverage**

All food and beverage must be purchased at the hotel, client are not permitted to bring in outside caterers or third-party food items owing to health and safety concerns.

## **9. Hotel facilities**

Some hotel facilities maybe withdrawn from use owing to seasonal issues or maintenance so a guarantee is not possible. We will communicate all up-to-date information regarding the removal of a hotel facility as best as possible.

## **10. Luggage and deliveries**

We request that clients advise the hotel as soon as possible if deliveries are being made to ensure they can be successfully accepted. All Guests must be responsible for their own belongings. Luggage, bags, other items of a similar nature should be identified on delivery.

## **11. Health and safety**

All clients must take due care of their own and others safety while at the hotel. Guests who do not adhere to safety requirements maybe refused entry. Health or mobility concerns need to be advised in advance so arrangements can be made. Smoking is prohibited in the hotels, meeting rooms and indoor areas.

## **12. Special requests**

All special requests must be advised at the time of booking and cannot be guaranteed. If you need assistance for your meeting, you must tell us in advance so arrangements, if possible, will

be made. If you have dietary requirements this need to be communicated on booking as the hotel might not be able to provide some dietary requirements at short notice.

### **13. Guests with disabilities**

It is important to inform us at time of booking if you have a disability or need for assistance to ensure a suitable meeting room is chosen. You are responsible for bringing equipment required for these guests.

### **14. Guest behavior**

While we want all clients to enjoy their visit to the hotel, they are responsible for their behaviour and conduct while at the hotel. Guests who are abusive, violent or destructive will be requested to leave the hotel and possibly relevant authorities will be informed. We reserve the right to terminate the booking agreement without any refund or obligation to compensate you. Guests under the influence of alcohol or drugs and who cause a danger to themselves and others will be refused entry to the hotel. Guests are requested to respect the privacy of others when using mobile phones for calls, video and photos.

### **15. Force majeure**

In the event of a strike, walkout, fire, flood, war or pandemic, significant restrictions from suppliers or other circumstances beyond our control, the hotel may terminate the agreement with appropriate notice and no obligation for compensation.

### **16. GDPR (General Data Protection Regulations)**

We comply with all GDPR requirements and have a full data protection policy which can be requested at any time.