

# The Perfect Wedding Venue

The Spa is an independently owned and operated Hotel that is run in a relaxed, yet efficient manner retaining excellent standards of service and attention to detail.

This elegant 18<sup>th</sup> Century Mansion is situated on the edge of Tunbridge Wells nestled in 14 acres of beautiful gardens and grounds which include 3 spring fed lakes.

Whether you are planning an informal party with just your closest friends and family, or a larger more traditional celebration of up to 250 guests, we will have the perfect Wedding Reception Package for you:

The Spa Wedding Package: from £60.00 per adult

The Deluxe Wedding Package: from £75.00 per adult

The Yorke Package: from £40.00 per adult

## Wedding Ceremonies at The Spa

The Spa is also licensed for Civil Marriages and Partnerships and has a range of beautiful ceremony rooms that have been approved by the Registrar to conduct the ceremony and vows, accommodating up to 150 guests.

### Ceremony Rooms

The Chandelier Restaurant / up to 150 guests / Ceremony Room Hire: £1,000.00

The Orangery / up to 120 guests / Ceremony Room Hire £1,000.00

The Yorke Suite / up to 120 guests / Ceremony Room Hire £500.00

The Churchill Room / up to 45 guests / Ceremony Room Hire £500.00

We will give you the freedom to create a very special Wedding Ceremony, however if you need some suggestions our experienced Wedding Coordinators will be delighted to help.

## How to Book

Once you have a preferred date in mind, contact one of our Wedding Coordinators and to secure the date a non refundable/non transferable deposit will be required: £1,000.00 for weddings with up to 100 guests, for larger wedding parties a deposit of £2,000.00 is required.

Tel 01892 520331 / email: [candb@spahotel.co.uk](mailto:candb@spahotel.co.uk) / [www.spahotel.co.uk](http://www.spahotel.co.uk)

# Choose Your Date

1<sup>st</sup> January 2012 to 30<sup>th</sup> April 2013

	The Spa Wedding Package	Deluxe Wedding Package
Sunday to Friday between October and April	£60.00	£75.00
Sunday to Friday between May and September	£67.50	£82.50
Saturdays & Bank Holiday Sundays between October and April	£67.50	£82.50
Saturdays & Bank Holiday Sundays between May and September	£75.00	£90.00

For dates beyond 1<sup>st</sup> May 2013, please enquire for a firm quotation. Price are correct at time of printing and include VAT, which is charged at the current rate.

## Wedding Reception Rooms

We have an excellent selection of beautifully refurbished, elegant rooms available for hire for both Wedding Ceremonies & Wedding Receptions.

### The Royal Suite

Perfect for Wedding Receptions of up to 180 guests. A beautiful room with its wonderful high ceiling, private bar and doors leading onto the gardens. The Royal Suite has its own built in dance floor, is fully air-conditioned and is ideal for continuing into the evening with music and dancing.

### The Chandelier Restaurant

This grand room, with stunning arched windows is perfect for Wedding Receptions of up to 90 guests

### The Yorke Suite

This elegant self-contained suite is complete with its own bar and dance floor and is ideal for Wedding Receptions of up to 80 guests.

### The Churchill Room

Perfect for more intimate celebrations, The Churchill Room is situated on the first floor with views overlooking the gardens caters for up to 24 guests for an intimate dinner or wedding breakfast.

Minimum numbers of adult guests do apply, please discuss your requirements with one of our experienced Wedding Coordinators

# Wedding Reception Packages

Our traditional Wedding Reception Packages have been carefully put together by our experienced Wedding Coordinators, however they can of course be tailored to meet your exact requirements. For our informal Yorke Package please turn to page 7.

## The Spa Wedding Package

Menu tasting for the Bride & Groom  
Reception room hire  
1 reception drink  
3 course Wedding Breakfast with coffee and mints  
½ bottle of selected wine per person  
A glass of sparkling wine for toasts  
Use of silver cake stand and knife  
Printed menu cards  
White table linen and napkins  
Jugs of iced water on each table  
Cake cutting  
Ample complimentary parking for guests  
Contemporary double room for Bride & Groom on  
Wedding Night  
Discounted overnight accommodation for Wedding  
Guests  
Designated Wedding Coordinator  
**from £60.00 per person**

## Deluxe Wedding Package

Menu tasting for the Bride & Groom  
Reception room hire  
2 reception drinks  
4 course Wedding Breakfast, including sorbet, coffee  
and truffles  
½ bottle of selected wine per person  
A glass of Champagne for toasts  
Use of silver cake stand and knife  
Printed menu cards  
White table linen and napkins  
Jugs of iced water on each table  
Cake cutting  
Ample complimentary parking for guests  
Contemporary Bridal Suite for Bride & Groom on  
Wedding Night  
Chocolates & Champagne in Bride & Groom's  
bedroom on Wedding Night  
Discounted overnight accommodation for Wedding  
Guests  
Designated Wedding Coordinator  
Overnight stay including 3 course dinner & full English  
breakfast on 1<sup>st</sup> Anniversary  
**from £75.00 per person**

The next step is to choose your preferred date, followed by your Wedding Breakfast Menu and accompanying drinks, all of which are detailed over the following pages. Evening buffet menus are priced separately from £16.00 per person, please see our buffet selector. All prices quoted are per adult guest and are dependent upon the dates chosen.

# Wedding Breakfast Menu

Please choose one starter, one main course and one dessert for the whole Wedding Party, plus one vegetarian main course if required. A complimentary menu tasting is offered to the bride and groom (2 starters, 2 main courses and 2 desserts). Other diners are more than welcome to join you but they will be limited to your menu choices and will be charged at £40.00 per person. Beverages to be charged as taken.

## Starters

- Mozzarella and plum tomato salad with sun blushed tomato, basil oil and olives (V)
- Roasted plum tomato soup with sweet basil pesto (V)
- Crown of sweet seasonal melon filled with fruit and rose syrup (V)
- Warm tart of buffalo mozzarella, vine tomato and pesto, aged balsamic vinegar (V)
- Baby gem, chicken and bacon Caesar salad
- Smoked salmon, horseradish and shellfish timbale, pickled leeks and avocado

## Main Courses

- Breast of local free range chicken lightly roasted with tarragon jus, champ mash and glazed Kentish vegetables
- Roast loin of pork, sage, parsley and lemon stuffing, apple sauce and crackling, roasted root vegetables, green beans and herb mash
- Grilled Scottish salmon with a horseradish and parsley crust, braised new potatoes and asparagus, bouillabaisse butter sauce
- Pot roasted bacon wrapped chicken breast stuffed with mushroom duxelle, red wine sauce, seasonal potatoes and vegetables
- Pink roasted sirloin of prime English beef, confit shallots, garlic, horseradish hinted fondant potatoes, with glazed baby vegetables and rich claret jus
- Slow pot roasted rump of lamb, lyonnaise potato, ratatouille and green beans, subtle toasted garlic jus
- Roasted butternut squash and dolcelatte risotto with griddled plum tomato, basil pesto oil, pumpkin crisps (V)
- Spaghetti al funghi, mixed wild mushrooms, cream sauce, parmesan flakes and parsley (V)
- Mushroom, leek and gruyere crumble with basil butter and gruyere cream, cashew nut stir fry (V)
- Open lasagne, fried tomato sauce and cheese topping, fresh pesto (V)

## Desserts

- Profiteroles filled with vanilla pastry cream, chocolate sauce
- Classic crème brulee with sugared shortbread stick
- Light strawberry cheesecake, strawberry compote and flocked cream
- Raspberry pannacotta with fruit sauce
- Sharp lemon and lime tart, raspberry coulis and cream quenelle
- Rich chocolate and cherry torte hinted with kirsch, cherry compote

Coffee & foil wrapped mints

If there is a dish that you would like that is not detailed above please enquire and we will endeavour to accommodate your requirements. Our children's menu (up to 12 years of age) is priced at £20.00 per child and is available on request, alternatively children may have half portions of your chosen menu at £25.00 per child.

# Drinks Menu

## Reception Drinks

Please choose one of the following options for your guests:

Brut Cava Classico Sparkling Wine / Bucks Fizz / Orange juice or  
Brut Cava Classico Sparkling Wine / Sparkling Kir / Orange juice or  
Pimms / Fruit Cup

## Wine with Wedding Breakfast

Please choose up to 2 wines for your Wedding Party from the following:

### White Wines

Hardys The Riddle Colombard-Chardonnay, South-Eastern Australia  
Tierra Sauvignon Blanc, Maule Valley, Chile  
Pinot Grigio delle Venezie, San Floriano, Italy

### Red Wines

Hardys The Riddle Shiraz-Cabernet, South-Eastern Australia  
Tierra Merlot, Maule Valley, Chile  
Vipra Rossa Merlot-Sangiovese Umbria, Bigi, Italy

### Rose

Hardys The Riddle Cabernet-Grenache Rosé, South-Eastern Australia

## To Toast

### Spa Wedding Package

Choose a glass of one of the following for each of your Wedding Party

Prosecco Extra Dry, Fantinel, Italy or  
Codorniu Pinot Noir Rose Brut Cava, Spain

### Deluxe Package:

Duval Leroy Fleur de Champagne Brut

Additional drinks / alternative wines/Champagnes can be included, please enquire for further information. Wines and prices may vary over time.

# Evening Reception Finger Buffet

We require that a minimum of 80% of the total number of evening adult guests are catered for.

## Evening Reception Finger Buffet £16.00 per person

Please select 1 of the following:

- Traditional English sandwiches
- Traditional English bridge rolls
- Selection of open Danish sandwiches

And select up to 5 of the following:

- Red onion and goat cheese tartlets (V)
- Club sandwich tortilla wrap
- Tempura battered prawns
- Spicy vegetable and mozzarella wrap (V)
- Mini Yorkshire pudding filled with roast beef and horseradish
- Smoked haddock fishcakes with organic caper and dill sauce
- Chicken satay with peanut sauce
- Salmon and prawn skewers
- Baked potato skins with sour cream dip (V)
- Pigs in blankets with honey and seed mustard dip
- Crispy vegetable spring rolls (V)
- Chicken goujons with herb mayonnaise

## Desserts £2.50 per person

Select 2 of the following:

- Assorted fruit tarts
- Chocolate éclairs
- Strawberry scones with cream and jam
- Baby meringue with seasonal fruits and cream
- Chocolate and orange tart with clotted cream
- Mini lemon brulee tarts
- Strawberries and cream on shortbread
- Vanilla slice

## Tea & Coffee £2.00 per person

# The Yorke Package....keeping it simple

Think informal, low key, intimate gatherings. Our Yorke Package is perfect for couples wanting something a little less traditional and who just want to get on with the celebrations.

Whether you choose to say your 'I do's' at the local registry office, local church or in one of our registered ceremony rooms, our self contained Yorke Suite, with its own bar, is the perfect venue for your after party.

The Yorke Package can accommodate up to 120 guests and includes a reception drink on arrival, a finger buffet including dessert, tea and coffee, plus half a bottle of wine per person and is priced at just **£40 per person**.

## Reception Drinks

Please choose one of the following options:

- Brut Cava Classico Sparkling Wine / Orange Juice
- Bucks Fizz / Orange Juice
- Pimms / Fruit Cup

## Wine with Buffett

Please choose 2 of the following wines:

- Hardys The Riddle Colombard-Chardonnay
- Hardys The Riddle Shiraz-Cabernet
- Hardys The Riddle Cabernet-Grenache Rosé

## Finger Buffett

Please choose any 6 savoury items and 2 dessert items

- Selection of traditional English sandwiches
- Assorted open Danish sandwiches
- Selection of traditional English bridge rolls
- Peking duck pancakes with plum sauce
- Breaded scampi with tartare sauce
- Leaves of little gem with chargrilled Caesar chicken
- Mini mixed vegetable & cheese quiche (V)
- Mini mozzarella, tomato & basil salad sticks (V)
- Club sandwich tortilla wrap
- Vegetarian club wrap, mozzarella & pesto
- Pigs in blankets with honey & seed mustard dip
- Breaded fingers of fresh fish with tartare sauce
- Wild & organic mushroom tartlets
- Chicken goujons with herb mayonnaise
- Mini Yorkshire pudding filled with beef & horseradish
- Red onion & goat cheese tartlets

- Smoked haddock fishcakes
- Smoked salmon on rye with cream cheese & dill
- Warm vintage quicks cheddar & spinach tart
- Puff pastry savouries filled with brie & redcurrant
- Chipolatas with mustardy honey dip
- Crispy vegetable spring rolls
- Crisp vegetable samosa
- Tempura battered prawns

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- Assorted fruit tarts
- Mini tiramisu
- Chocolate éclairs
- Baby meringues with seasonal fruit & cream
- Mini chocolate tarts
- Tea & coffee

The Yorke Package also includes complimentary overnight accommodation for the Bride & Groom (minimum number of guests applies), plus discounted accommodation for wedding guests.

## Accommodation

For all Wedding Receptions held at The Spa Hotel, the Bride & Groom receive a complimentary standard double room on their Wedding Night (minimum number of adult guests applies). We can also offer special upgrades to an Executive Room (£50.00) or to a Four Poster Room (£100.00). Please ensure you let your Wedding Coordinator know your requirements so that a reservation may be made.

For Guests attending your Wedding the following special rates apply (per room per night):

Sunday to Friday Nights:

Double/Twin: £148.00 Bed & Breakfast (traditional room) and £168.00 Bed & Breakfast (contemporary room)  
Single: £104.00 Bed & Breakfast (traditional room) and £114.00 Bed & Breakfast (contemporary room)

Saturday Nights:

Double/Twin: £167.00 Bed & Breakfast (traditional room) and £187.00 Bed & Breakfast (contemporary room)  
Single: £112.00 Bed & Breakfast (traditional room) and £122.00 Bed & Breakfast (contemporary room)

Winter Wedding Rates for January & February Only:

Double/Twin: £99.00 Bed & Breakfast (traditional room) and £119.00 Bed & Breakfast (contemporary room)  
Single: £79.00 Bed & Breakfast (traditional room) and £99.00 Bed & Breakfast (contemporary room)

## Optional Upgrades

Bottle of Duval Leroy Fleur de Champagne Brut plus a selection of sandwiches for 2 in the Brides bedroom on the morning of the Wedding: £50.00.

Red carpet on arrival: £100.00.

Additional reception drink for all guests, add £4.95 per person.

Selection of canapés with your reception drinks: £7.50 per person (please enquire for canapé menu).

Upgrade from sparkling wine to a glass of Duval Leroy Fleur de Champagne Brut to toast, add £4.95 per person.

Sorbet course £4.00 per person (please enquire for sorbet menu).

Cheese course £6.50 per person (please enquire for cheese menu).

Coffee and handmade chocolates with Wedding Breakfast, add £1.75 per person.

Coffee and petit fours with Wedding Breakfast, add £5.50 per person.

Table decoration service (place cards, favours and decorations): £50.00. All decorative items must be brought to the Hotel 48 hours in advance of the Wedding Day.

Chocolates and a bottle of Prosecco Extra Dry in the Bride & Groom's bedroom on the Wedding Night: £36.00.

Chocolates and a bottle of Duval Leroy Fleur de Champagne Brut in the Bride & Groom's bedroom on the Wedding Night: £48.00.

Private breakfast on the morning after the wedding (subject to availability) – please enquire for further information.

# Spa Hen Package

The Spa Hotel is also the perfect venue for Hen Celebrations and a bit of pre-wedding pampering!

Our Spa Hen Package includes overnight accommodation, 2 beauty treatments, a glass of bubbly before a 3 course dinner, full use of our Spa Health leisure facilities plus continental or full English breakfast. We can also offer private dining for those whose parties may get a little raucous!! The treatments included are Back, Neck & Shoulder Massage and Express Facial.

Our Spa Hen Package is priced at £165.00 per person, based on 2 people sharing a standard room. To book please contact our Reservations Team on 01892 520331.

## Pre Wedding Pampering

### Just Before "I Do"

Our Spa Therapists have created the Just Before "I Do" packages to ensure you are looking and feeling fantastic on your Big Day.

Just Before "I Do" with bridal makeup includes:

- Trial makeup session within 6 weeks of your Wedding Date (1 hour)
- Manicure and pedicure the night before your Wedding with a glass of bubbly
- Makeup on the day of the Wedding in brides bedroom (45 minutes)

And is priced at £105.00.

Just Before "I Do" with bridal hair includes:

- Trial session within 6 weeks of your Wedding Date (1 hour 30 minutes)
- Manicure and pedicure the night before your Wedding with a glass of bubbly
- Bridal hair on the day of the Wedding in brides bedroom (1 hour)

And is priced at £105.00.

Just Before "I Do" with bridal hair and makeup includes:

- Trial sessions within 6 weeks of your Wedding Date (1 hour makeup & 1 hour 30 minutes hair)
- Manicure and pedicure the night before your Wedding with a glass of bubbly
- Bridal hair and makeup on the day of the Wedding in brides bedroom (45 minutes makeup & 1 hour hair)

And is priced at £175.00.

Bridal hair and makeup is also available separately as follows:

Bridal Makeup: includes a 1 hour makeup trial in advance and 45 minutes on your Wedding Day: £75.50

Bridal Hair: includes 1 hour 30 minute trial prior to the wedding and an hour on your wedding day: £86.00.

For more information please contact Spa Spa on 01892 553590.

# Planning Your Wedding

Below are some contact details of local businesses offering services for weddings and civil ceremonies. Many are all well known to The Spa Hotel, however we strongly recommend you contact them individually to ensure they can meet your specific requirements.

## Arrive in Style – Chauffeurs

The Dormers, Old Hay, Brenchley, Kent TN12 7DG

t:01892 832851

email:info@arriveinstylecars.co.uk

www.arriveinstylecars.co.uk

t:07860 222836

## Bows Hire Ltd – Wedding & Event Styling

t:01424 870084

email:info@bowshire.co.uk

www.bowshire.com

t:07535 840084

Bows Hire are an event styling company providing chair covers, centre pieces, finishing touches and venue styling across Kent, East Sussex, West Sussex, Surrey and London. Our chair covers are priced at only £2.95 each, this is inclusive of the organza sashes, professional fitting, delivery, collection and VAT. Come and visit us at our showroom just off the A21 and share your ideas with us.



## Stephen Bunn – Documentary Wedding Photographer

t: 07974 978575

email: steve@stephenbunnphotography.com www.stephenbunnphotography.com

Award winning Documentary Wedding Photographer covering London and Kent specialising in contemporary documentary wedding photography. Posed shots are kept to a minimum and my unobtrusive reportage style allows me to capture real moments as they happen.

WEDDING PHOTO JOURNALIST ASSOCIATION



## Chair Cover Chic

89 Hammerwood Road, Ashurstwood, East Grinstead, West Sussex RH19 3RX

t:01342 824180

email:enquiries@chaircoverchic.co.uk

www.chaircoverchic.co.uk

t:07771 712836

You've found the perfect venue now all you need to do is inspire your imagination for your special event! Chair Cover Chic offers the highest quality Chair Covers and Sashes. We are always happy to meet clients at their chosen venue to discuss their requirements and are happy to offer special prices and packages.



## Discologic

35 Little Victory Mount, St. Marys Island, Chatham, Kent ME4 3TB

t:08700 424019

email:info@discologic.co.uk

www.discologic.co.uk

t:07796 114019

Discologic professional discotheques are a modern company with the experience, knowledge and respectful approach to provide exactly the right performance for your wedding event.

discologic™  
professional discotheques

## Evening Star

Beeches Farm Road, Crowborough, TN6 2NY

t:07933 260874

email:eveningstarband@gmail.com

www.eveningstarband.com

Evening Star are one of the most popular party, function and wedding bands in the South East. They combine top musicianship and production with an enthusiastic, high-energy show and have a flexible line up that can cater for any size function or budget.



# Planning Your Wedding

## Anneka Ireland – Videography

t:07763 716769 email:annekaireland@me.com www.annekairelandvideography.com  
Anneka Ireland Videography produces a personal, contemporary and creative wedding video tailored to unobtrusively capture your special day on film. Have total peace of mind knowing that your wedding is being documented by an experienced, professional wedding videographer using state of the art HD cameras.



## Kerry McNair Photography

t:07930357579 email:photos@kerrymcnairphotography.co.uk www.kerrymcnairphotography.co.uk  
Beautiful photographs that capture the story and emotion of your special day.



## Mulberry Designs – Stationers

3 Walden Parade, Walden Road, Chislehurst, Kent BR7 5DW  
t:0208 325 7030 email:kim@mulberry-designs.co.uk www.mulberry-designs.co.uk  
Luxurious Wedding Stationery, Favours & Accessories. Using only the finest boards, ribbons and embellishments, designs are available in a huge range of colours to coordinate with your theme.



## Shelley's Cakes

3 Walden Parade, Walden Road, Chislehurst, Kent BR7 5DW  
t: 020 8325 6930 email:shelley@shelleyscakes.com www.shelleyscakes.com  
We offer a range of wedding cakes whether you are looking for a traditional elegant cake, or a contemporary and chic design, all designed for your special day.



## Adam Smith – Magician

t:07920 772792 email:info@adams-magic.co.uk www.adams-magic.co.uk  
Make your wedding even more magical. Adam will astound your friends and family with high quality sleight of hand card magic, whilst strolling between your guests throughout the day. Adam's schedules and times can be tailor made to ensure all are entertained.



## The Burlington Quartet

1 Tay Villas, Hawley Road, Dartford, Kent DA2 7RG  
t: 07973 303967 email:info@burlingtonquartet.com www.burlingtonquartet.com  
A professional string quartet specialising in performing classical and light background music for wedding ceremonies and receptions. Contact us for a demo CD and repertoire list.

## The Style Workshop – Florists

39 High Street, Tunbridge Wells, Kent TN1 1XL  
t:01892 529636 email:sales@styleworkshop.co.uk www.styleworkshop.co.uk

# Schedule of Conditions

Contract between The Spa Hotel (Tunbridge Wells) Ltd

and ..... event date: .....

Minimum number of Adult Guests attending: .....

All confirmed bookings made by customers in respect of suites or rooms are accepted by The Spa Hotel, (hereinafter called the Hotel), upon the following terms and conditions.

1. **GENERAL POINTS**

In the event of cancellation of any confirmed booking or non arrival by the customer, the customer shall pay to the Hotel a cancellation or non arrival fee. However, the Hotel shall do its utmost to re-let the accommodation, but if having used their best endeavours the Hotel is unable to do so, the following cancellation charges will apply.

2. **CHARGES**

Where a cancellation of an event or a conference, accommodation or pre-booked facilities is made, the following charges will apply:

If the booking is for less than 50% of the Hotel's total number of bedrooms, or in the case of room hire bookings only:

91 to 120 days before date of arrival	20% of anticipated revenue
61 to 90 days before date of arrival	40% of anticipated revenue
31 to 60 days before date of arrival	60% of anticipated revenue
15 – 30 days before date of arrival	80% of anticipated revenue
0 to 14 days before date of arrival	100% of anticipated revenue

For bookings of half or more than half of the Hotel bedrooms:

120 to 150 days before date of arrival	25% of anticipated revenue
91 to 120 days before date of arrival	50% of anticipated revenue
31 to 90 days before date of arrival	75% of anticipated revenue
0 to 30 days before date of arrival	100 % of anticipated revenue

- All cancellations must be made in writing, by registered post, otherwise 100% charge will be made for total business lost.
- The Hotel reserves the right to cancel any booking forthwith, without any liability on its part in the event of damage or destruction to the Hotel by fire or any other causes, any shortages of labour or food supplies, strikes walkouts or industrial unrest or any other cause beyond the control of the Hotel, which shall prevent it from performing its obligations in connection with any booking. In these circumstances, every effort will be made to accommodate the booking in another similar hotel of equal standard.
- The customer shall notify the Hotel in writing not less than 5 clear working days prior to a function or event of the final number attending. If a customer's booking is accepted by the Hotel on the basis that a minimum number will attend the function for which the booking is made, the amount payable shall be calculated on such minimum numbers or the numbers actually attending, whichever is the greater.
- If the number of persons attending is reduced by 10% or more from the original number guaranteed, the hotel reserves the right to change the booking to a different suite, or room (as best fits the numbers involved). If the number of persons attending reduces and the client requires the originally agreed suite or room, if this is agreed with the Hotel in writing, minimum numbers will be charged.
- The Hotel reserves the right to require payment of a deposit and/or full payment at any time prior to the holding of the function, the amount of which is determined generally as follows. For Wedding Receptions and private functions, a non refundable and non transferable deposit of £1,000 is required for weddings of up to 100 guests. For larger weddings a deposit of £2,000 is required. Full payment of the expected balance is due 14 days prior to the day of the wedding/function. A credit card number and authorisation will be taken to cover the balance of extras due on departure. For exhibitions, full payment is required one month prior to the event.

8. Deposits are non-refundable and non transferable.
9. Some bedrooms have air conditioning. If this facility fails for reasons beyond our control the hotel cannot be held responsible or accept a claim. We will however, in the event of this failure, still be able to provide all the other facilities as contracted.
10. Customers may request direct billing by filling out a credit request form and returning it to the Hotel at least 21 days prior to the event. With credit approval by the Hotel, the Hotel will open a customer account, to which all authorised charges will be billed directly. Credit facilities will only be extended to approved account holders. Our settlement terms are strictly 14 days after the date of invoice. Presentation of any queries should not affect immediate payment of any other outstanding amounts, or the balance of the bill. In view of the high cost of financing, interest will be charged to customers.
11. The Hotel cannot accept responsibility for the property of customers or guests at the Hotel. Cloakrooms are provided for the convenience of customers and guests but any goods deposited in the cloakrooms are deposited at the owners risk and without obligation on the part of the Company. We refer to the Innkeeper Liability Act 1956, a copy of which is available at the Reception desk.
12. The customer shall be responsible for any damage caused to the Hotel or the furnishings, utensils and equipment therein by the wilful act or default of the customer or guests of the customer and shall pay to the Company on demand the amount required to make good or remedy such damage.
13. The customer shall not deliver or arrange for delivery of any goods or materials to the Hotel unless on hand to accept the delivery or have made prior arrangements with the Hotel. The Hotel cannot accept responsibility for the property of customers or guests of the hotel.
14. The customer shall not store or place in the hotel or other buildings on the site or in the grounds any inflammable, combustible or objectionable substance or liquid.
15. We cannot allow food or drink, other than that purchased on the premises, to be consumed within the hotel.
16. The whole hotel is non-smoking and should guests smoke in bedrooms or any other area and we subsequently have to arrange professional cleaning of the room, a charge will be levied.
17. On the day of arrival bedrooms are not retained after 18.00 hours unless one night's terms have been paid in advance or a confirmation has been received in writing of the expected time of arrival. Check in time is 15.00 hours or later. Guests arriving prior to 15.00 hours may leave luggage in reception if their room is not ready. Check out time is 11.00 hours on the morning of departure.
18. All meetings must terminate by 17.30 hours unless a later time is specifically agreed by the Hotel at the time the booking is made.
19. The conference rooms and exhibition space or any part thereof shall not be sublet by the customers to any third party without prior consent of the hotel.
20. Customers booking a corporate hospitality or team building event must ensure they have read and accepted the special terms and conditions relating to such events.
21. Any items relating to an event/wedding (for example gifts, flowers, boxes etc) must be taken on departure from the Hotel. Any items left and not claimed for after the event will be disposed of and the Hotel will not be liable for any loss or damage.

Signed: .....

Signed: .....

On behalf of The Spa Hotel

On behalf of: .....

Name (printed): .....

Name (printed): .....

Position: .....

Position: .....

Date: .....

Date: .....