

WEDDING TERMS AND CONDITIONS

Accommodation:

Our wedding packages include a harbour view room for the night of the wedding on a complimentary basis (based on a minimum spend.)

Any guests associated with the wedding will be entitled to exclusive accommodation discounts. For guests to be eligible for the accommodation discounts they must confirm their booking with a deposit a minimum of three months prior to the wedding date.

Booking and deposit:

When a provisional booking is made, this should be confirmed by The Greenbank Hotel in writing within seven days. A booking only becomes confirmed on receipt of your confirmation letter from ourselves as well as your non-refundable deposit of £300 for The Sundeck, £300 for the Water's Edge, or £600 for The Riverbank Suite.

Please note that upon receipt of your deposit you agree to adhere to our terms and conditions. The hotel accepts no responsibility if the function rooms are not available unless we have acknowledged receipt of the above and we have confirmed the booking in writing.

Final numbers:

The expected number of guests attending (within 10%) must be confirmed in writing at least ten weeks prior to the wedding day, with the final number being confirmed four weeks prior. This will be the number charged, or greater if the numbers increase at the last minute.

The hotel reserves the right to alter the room booked if the numbers fall significantly from the time of booking. A charge may be levied if the final number attending is significantly lower than agreed.

Timings:

The hotel reserves the right to charge for unscheduled variations to timetables in excess of thirty minutes that may result in any additional staff cost to the hotel. The Riverbank Suite bar will be open until 12.00am, with guests departing by 12.30am. The Water's Edge bar will remain open for any guests who are residents in the hotel.

Buffet:

Due to food hygiene regulations, no food can be taken off the premises. Buffet items must also be taken away after a period of time once they have been out on display. There is a maximum of three hours for cold buffets and a maximum of two hours for hot buffets/hot food items. After the buffet has been on display for the maximum time, the staff will start to clear away and dispose of the items.

Property:

Unfortunately we do not have the facilities to securely store your belongings and wedding decorations. Any items left here following your wedding are at your own risk and the hotel cannot be held responsible for loss or damage.

Any wedding items left in the function room will be brought to the manager’s office located on the ground floor. These items, especially leftover wedding cake, must be removed the morning after the wedding day.

Invited guests:

The hotel reminds those booking a wedding that they are fully responsible for the conduct of all guests that they invite onto the hotel premises and will be charged for all damage of a wilful or malicious nature, which may be higher than expected where trades people are required to work overnight if the hotel has another function the next day. The hotel does not have a dress code, however, we ask that a minimum of smart casual wear to be worn.

Payment:

We ask that 50% of the expected bill is settled six weeks prior to the wedding date. The final payment for the balance is due two weeks prior to the wedding date. The hotel does not offer any credit terms. Failure to meet payment on due dates will incur an interest charge on a daily basis being charged for every day over the contracted due date.

Accounting instructions:

£600 non-refundable deposit to be paid on booking.
50% balance to be paid six weeks prior to wedding date.
Final numbers and payment to be submitted 14 days prior to wedding date. This will be the number charged or greater if numbers increase.

Cancellations:

If in the event of a cancellation or significant changes to original arrangements the following cancellation terms apply:

Six months to five weeks’ notice of cancellation: The customer is liable for 50% of agreed charges

Five weeks and under notice of cancellation: The customer is liable for 100% of agreed charges

Where no packages have been agreed, the minimum priced menu and drinks package will apply. All prices are correct at the time of writing, however, all mean may be subject to alteration and do not form a basis for contract.

Please note that the deposit is non-refundable. All cancellations must be made in writing and it is strongly advised that a cancellation insurance is put in place through a third party.

Returned signed copy of this contract two weeks prior to your wedding date.

Signed..... Signed.....

Date.....