

The Perfect Wedding Venue

The Spa is an independent family Hotel and is run in a relaxed, yet efficient manner retaining excellent standards of service and attention to detail.

This elegant 18th Century Mansion is situated on the edge of Tunbridge Wells nestled in 14 acres of beautiful gardens and grounds including 3 spring fed lakes.

Whether you are planning an intimate Wedding of just 20 of your closest friends and family, or a larger celebration of up to 250 guests, we have a range of beautiful suites available.

Our Wedding Packages have been carefully put together to suit all requirements and our experienced Wedding Coordinators will be on hand to guide you and ensure your Wedding Day is all you could wish it to be.

Getting Married at The Spa

The Spa is 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.

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.

The Spa is licensed to practise a specially developed theme, 'A Kentish Wedding' enabling couples to personalise their ceremony by selecting from a range of choices, such as the entrance of the Bride into the dedicated wedding room, the choice of music and proposed readings or poetry. We have 6 beautiful rooms that are licensed for Civil Ceremonies accommodating from 30 to 250 guests. The Spa will provide a private room for the Bride and Groom to be interviewed by the registrar and officiating staff prior to the ceremony.

Organising your civil wedding:

- Contact The Spa and check that we have availability on the date you have in mind. It is strongly recommended that you make a provisional booking to make sure you get your ideal date.
- Confirm in writing and forward a deposit of £1,000 to The Spa to guarantee your room booking.
- Once your deposit has been paid, The Spa will book the date and time of the ceremony with the Superintendent Registrar of Tunbridge Wells.
- A fee will be payable direct to the Superintendent Registrar for the registration of your marriage.

Wedding Reception Packages

These inclusive packages have been carefully put together by our experienced Wedding Coordinators, however they can of course be tailored to meet your exact requirements.

Pearl



Sapphire



Diamond



Menu tasting for the Bride & Groom
 Reception room hire
 1 arrival 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
 Duty Manager to act as Toastmaster
 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 £49.95 per person

Menu tasting for the Bride & Groom
 Reception room hire
 2 arrival drinks
 3 course Wedding Breakfast with coffee and truffles
 ½ bottle of selected wine per person
 A glass of sparkling rosé for toasts
 Use of silver cake stand and knife
 Printed menu cards
 White table linen and napkins
 Jugs of iced water on each table
 Duty Manager to act as Toastmaster
 Cake cutting
 Ample complimentary parking for guests
 Executive Contemporary double room for Bride & Groom on Wedding Night
 Chocolates and sparkling wine in Bride & Groom's bedroom
 Discounted overnight accommodation for Wedding Guests
 Designated Wedding Coordinator
from £64.95 per person

Menu tasting for the Bride & Groom
 Reception room hire
 3 arrival drinks
 4 course Wedding Breakfast with coffee and handmade petit fours
 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
 Duty Manager to act as Toastmaster
 Cake cutting
 Ample complimentary parking for guests
 Accommodation in Bridal Suite for Bride & Groom on Wedding Night
 Chocolates and Champagne in Bride & Groom's bedroom
 Discounted overnight accommodation for Wedding Guests
 Designated Wedding Coordinator
 3 course dinner at The Spa Hotel for Bride & Groom as a 1st Wedding Anniversary Gift
from £79.95 per person

Simply choose a Package and select one of our Wedding Breakfast Menus. The wines for each package are detailed over the following pages. Evening buffet menus are priced from £14.00 per person, please see our set buffet menus. All prices quoted are per adult guest and are dependent upon the dates chosen, full details can be found over the following pages. The above Packages do not include Wedding Ceremony room hire, please discuss your requirements with one of our Wedding Coordinators.

Choose Your Date

Pearl



Sapphire



Diamond



Saturdays between April 2010 and October 2010

£65.00 per person

£80.00 per person

£95.00 per person

Sunday to Friday between April 2010 and October 2010

£60.00 per person

£75.00 per person

£90.00 per person

Saturdays between November 2010 and March 2011

£60.00 per person

£75.00 per person

£90.00 per person

Sunday to Friday between November 2010 and March 2011

£49.95 per person

£64.95 per person

£79.95 per person

Saturdays between April 2011 and October 2011

£69.00 per person

£84.00 per person

£99.00 per person

Sunday to Friday between April 2011 and October 2011

£64.00 per person

£79.00 per person

£94.00 per person

Saturdays between November 2011 and March 2012

£64.00 per person

£79.00 per person

£94.00 per person

Sunday to Friday between November 2011 and March 2012

£54.00 per person

£69.00 per person

£84.00 per person

Saturdays between April 2012 and October 2012

£69.00 per person

£84.00 per person

£99.00 per person

Sunday to Friday between April 2012 and October 2012

£64.00 per person

£79.00 per person

£94.00 per person

Wedding Breakfast Menus

Please choose one menu for the whole party with the exception of vegetarian/dietary requirements. A complimentary menu tasting is offered to the bride and groom (2 starters, 2 main courses and 2 desserts). Other diners are welcome to join you, but they will be charged at the normal rate. Beverages to be charged as taken.

Wedding Breakfast Menu 1

Mozzarella and plum tomato salad with sun blushed tomato, basil oil and olives

Breast of local free range chicken lightly roasted with tarragon jus, champ mash and glazed Kentish vegetables

Profiteroles filled with vanilla pastry cream, chocolate sauce

Wedding Breakfast Menu 2

Roasted plum tomato soup with sweet basil pesto

Roast loin of pork, sage, parsley and lemon stuffing, apple sauce and crackling, roasted root vegetables, green beans and herb mash

Classic crème brulee with sugared shortbread stick

Wedding Breakfast Menu 3

Crown of sweet seasonal melon filled with fruit and rose syrup

Grilled Scottish salmon with a horseradish and parsley crust, braised new potatoes and asparagus, bouillabaisse butter sauce

Light strawberry cheesecake, strawberry compote and flocked cream

Wedding Breakfast Menu 4

Warm tart of buffalo mozzarella, vine tomato and pesto, aged balsamic vinegar

Pot roasted bacon wrapped chicken breast stuffed with mushroom duxelle, red wine sauce, seasonal potatoes and vegetables

Raspberry pannacotta with fruit sauce

Wedding Breakfast Menu 5

Baby gem, chicken and bacon Caesar salad

Pink roasted sirloin of prime English beef, confit shallots, garlic, horseradish hinted fondant potatoes, with glazed baby vegetables and rich claret jus

Sharp lemon and lime tart, raspberry coulis and cream quenelle

Wedding Breakfast Menu 6

Smoked salmon, horseradish and shellfish timbale, pickled leeks and avocado

Slow pot roasted rump of lamb, lyonnaise potato, ratatouille and green beans, subtle toasted garlic jus

Rich chocolate and cherry torte hinted with kirsch, cherry compote

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 £15.00 per child and is available on request, alternatively children may have half portions of your chosen menu at £20.00 per child.

Wedding Drinks Packages

Drinks on arrival

Please choose one of the following to accompany your preferred package:

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



Pearl

One drink on arrival (please choose from list at the top of the page)

Half a Bottle of Hardys the Riddle Colombard-Chardonnay, South-Eastern Australia, or

Half a Bottle of Hardys the Riddle Shiraz-Cabernet, South-Eastern Australia,

A glass of Prosecco Extra Dry to Toast



Sapphire

Two drinks on arrival (please choose from list at the top of the page)

Tierra Sauvignon Blanc, Maule Valley, Chile, or

Tierra Merlot, Maule Valley, Chile.

A glass of Sparkling Rosé to Toast



Diamond

Three drinks on arrival (please choose from list at the top of the page)

Vipra Bianca Greghetto-Chardonnay, Bigi, Umbria or

Vipra Rossa Merlot-Sangiovese, Bigi, Umbria

A glass of Duval Leroy Fleur de Champagne Brut to Toast

For a wider selection of individual wines our banqueting wine list is also available.
Wines and prices may vary over time.

Wedding Reception & Ceremony Rooms

We have an excellent selection of newly 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.

Wedding Ceremony: 250 guests

Wedding Breakfast: 180 guests (Sun to Fri minimum of 80 guests, Sat minimum of 100 guests)

The Chandelier Restaurant

This grand room with stunning arched windows is perfect for Wedding Ceremonies of up to 150 guests with celebrations following in the Royal Suite.

Wedding Ceremony: 150 guests

Wedding Breakfast: 100 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.

Wedding Ceremony: 120 guests

Wedding Breakfast: 80 guests

The Orangery

This light and airy room is situated on the rear lawn overlooking the gardens and is simply stunning. The Orangery is perfect for Wedding Ceremonies of up to 80 guests.

Wedding Ceremony: 80 guests

Wedding Breakfast: 60 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.

Wedding Ceremony: 45 guests

Wedding Breakfast: 24 guests

To reserve your choice of room for your special day we would be pleased to hold a provisional booking for you and on confirmation in writing a deposit of £1,000 would be required. Minimum numbers do apply, please discuss your requirements with one of our experienced Wedding Coordinators.

Evening Reception Finger Buffet Menus

Set Menu A £14.00

Selection of traditional English bridge rolls
Club sandwich tortilla wrap
Pigs in blankets with honey and seed mustard dip
Baked potato skins and sour cream dip
Breaded fingers of fresh fish with tartare sauce
Wild and organic mushroom tartlets

Set Menu B £16.50

Assorted open Danish sandwiches
Chicken goujons with herb mayonnaise
Mini Yorkshire pudding filled with roast beef and horseradish
Red onion and goat cheese tartlets
Smoked haddock fishcakes with organic caper and dill sauce

Assorted fruit tarts
Chocolate éclairs

Tea and coffee

Set Menu C £19.00

Selection of traditional English sandwiches
Peking duck pancakes with plum sauce
Breaded scampi with tartare sauce
Leaves of little gem with chargrilled Caesar chicken
Mini mixed vegetable and cheese quiche
Mini mozzarella, tomato and basil salad sticks

Assorted fruit tarts
Mini tiramisu

Tea and coffee

Set Menu D £21.00

Organic smoked salmon on rye with low fat cream cheese
and dill
Chicken goujons with herb mayonnaise
Breaded fingers of fresh fish with tartare sauce
Warm vintage quicks cheddar and spinach tart
Puff pastry savouries filled with brie and redcurrant
Chipolatas with mustardy honey dip
Crispy vegetable spring rolls

Assorted fruit tarts
Chocolate éclairs
Baby meringues with seasonal fruit and cream

Tea and coffee

Set Menu E £25.00

Assorted open sandwiches
Breaded scampi with tartare sauce
Peking duck pancakes with plum sauce
Smoked haddock fishcakes, organic caper and dill sauce
Mini beef en croute
Crisp vegetable samosa
Tempura battered prawns
Club sandwich tortilla wrap

Cheeseboard

Tea and coffee

Set Menu F £28.00

Assorted canapés:
Camembert fritters with cranberry dip
Grilled fillet of beef with salsa verde croutes
Lemon sole goujons

Feta cheese and Mediterranean vegetables on rosemary
bread

Chicken goujons and herb mayonnaise
Baked mushroom and tarragon bouchee
Pigs in blankets with honey and seed mustard dip
Tempura battered prawns

Moroccan lamb and apricot skewers, yoghurt and mint
Mini Yorkshire pudding filled with roast beef and horseradish

Lemon meringue kisses
Pecan pie
Sliced fresh fruit

Tea and coffee

All prices shown are per person. We require a minimum of 80% of total number of guests to be catered for.

Suggested Wedding Reception Procedure

We will give you the freedom to create a very personalised Wedding Reception, however the following can be used as a guide.

Our Duty Manager will act as Toastmaster and will meet the Bride and Groom on arrival and take them to the Banqueting Suite with the photographer for the mock cutting of the cake.

A receiving line can then be formed and the Duty Manager will invite your guests to be received. If the weather permits you may have your reception drinks and photographs taken in the garden. The Royal Suite has the use of the back lawn whilst the Yorke Suite, Chandelier Restaurant and Orangery use the front lawn.

Following the drinks reception, our Duty Manager will announce guests into the Banqueting Suite for the Wedding Breakfast. The Bride and Groom will then be announced into the room. If you wish, Grace may be said at this point. Cold starters will be on the table when guests sit down and hot starters will be served after the guests have been seated with main courses and dessert to follow. Once the dessert has been cleared the Duty Manager will announce the cutting of the cake by the Bride and Groom. The bottom tier will then be removed for cutting and serving.

The Duty Manager will announce the first speaker, who is usually the Bride's Father, who will then introduce the Groom, who will in turn introduce his Best Man. Toasts take place during the speeches. After the speeches, coffee, mints and wedding cake are served.

If you are continuing with evening entertainment, after coffee and cake have been served the hotel staff will, if necessary, depending on your table plan and numbers, clear the room and move the tables back to make room for dancing.

The above however is just a guide and our experienced Wedding Coordinators will go through all of your requirements with you to ensure your Wedding Day is all you could wish it to be.

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 champagne 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 £149.00 per person, based on 2 people sharing a standard room. To book please contact our Reservations Team on 01892 520331.

Just Before "I Do"

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

Just Before "I Do" 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 Champagne
Makeup on the day of the Wedding in brides bedroom (45 minutes)

This package is priced at £99.00 per person, for more information please contact Spa Spa on 01892 553590.

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 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):

Friday & Sunday Nights:

Double/Twin: £138.00 Bed & Breakfast (traditional room) and £158.00 Bed & Breakfast (contemporary room)

Single: £99.00 Bed & Breakfast (traditional room) and £109.00 Bed & Breakfast (contemporary room)

Saturday Nights:

Double/Twin: £157.00 Bed & Breakfast (traditional room) and £177.00 Bed & Breakfast (contemporary room)

Single: £107.00 Bed & Breakfast (traditional room) and £117.00 Bed & Breakfast (contemporary room)

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)



Wedding Reception Checklist

This checklist can be used as a guide to help you organise your Wedding Reception with the least amount of worry.

1. Choose Wedding Reception Package.
2. Wedding ceremony – time and place.
3. Estimated time of arrival at the hotel.
4. Reception drinks – what, where and time?
5. Wedding breakfast – sit down time.
6. Menu choice – special dietary requirements, children's meals.
7. Liqueurs with coffee.
8. Cake stand and knife – shape and size of cake.
9. Room layout – number on top table/number of other tables.
10. Table plan – client to print.
11. Place cards – client to organise and deliver to hotel with table plan 2 days prior to the wedding.
12. Menus – The Hotel will print menu cards.
13. Flowers – client to arrange.
14. Arrival time of evening guests and approximate numbers.
15. Evening bar – cash sales or account.
16. Evening refreshments – finger buffet, wedding cake.
17. Band or disco refreshments.
18. Accommodation – book early to avoid disappointment.
19. Present table – The Hotel will only store presents overnight at client's own risk.
20. Payment – all costs are due for payment 14 days prior to the wedding day. Extras to be paid on the day.
21. Final numbers, table plan and place cards should be brought to the hotel 48 hours in advance of the wedding day.
22. Cake and flowers may be delivered the afternoon before or on the day if you prefer.

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 832851/07860 222836 email:info@arriveinstylecars.co.uk

www.arriveinstylecars.co.uk



Bows Hire Ltd – Wedding & Event Styling

t:01424 870084/07535 840084 email:info@bowshire.co.uk

www.bowshire.com

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.



Chair Cover Chic

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

t:01342 824180 / 07771 712836 email:enquiries@chaircoverchic.co.uk

www.chaircoverchic.co.uk

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 424019/07796 114019 email:info@discologic.co.uk

www.discologic.co.uk

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



G Collins & Sons Limited - Jewellers

76/78 High Street, Royal Tunbridge Wells, Kent TN1 1YB

t:01892 534018 email:info@gcollinsandsons.com

www.gcollinsandsons.com

James Lark META – Toastmaster & Master of Ceremonies

7 Newton Avenue, Tonbridge, Kent TN10 4RP

t:01732 354581/07812 596194 email:james@kentishtoastmaster.com

www.kentishtoastmaster.com

Let me make your special event SPECIAL by adding that touch of sparkle and style to your wedding. From pre wedding advice, assisting at the ceremony to overseeing the festivities it would be my pleasure to be a part of your big day. From formal to informal, it is my wish that you have the day exactly as you would wish and to be a truly wonderful day for all to remember.



Planning Your Wedding

Light as a Feather – Wedding & Event Décor

t: 01795 521949

email:info@lightasafeather.biz

www.lightasafeather.biz

Light as a Feather are a Kent based company that have many years experience in creating stunning wedding and event decor. Offering unique items for hire, we can provide the *WOW* factor for your wedding or event, from lighted table decorations such as Feather Centrepieces to crisp chair covers, coordinating sashes and table runners. Our trained staff will deliver, set-up and collect your chosen decor items.

Enjoy a **10% discount** when booking event decor at The Spa Hotel, Tunbridge Wells (pictured).



PipSqueaks Music Ltd – Children’s Entertainers

57 Crest View Drive, Petts Wood, Kent BR5 1BX

t: 01732 741335

email:havefun@pipsqueaksmusic.co.uk

www.pipsqueaksmusic.co.uk

Our crèche packages are tailored to suit you and your children’s needs completely. Our aim is to keep all your small guests involved with stories, games and craft activities. We have over 6 years experience and are OFSTED Regulated.



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.



Stephen Bunn – Kent based Wedding Photojournalist

1 North Road, Hythe, Kent CT21 5UH

t: 07974 978575

email: stickyfotos@gmail.com

www.stickyfotos.com

Contemporary, unobtrusive, spontaneous, stylish and affordable photojournalism.

WEDDING PHOTOJOURNALIST ASSOCIATION



The Burlington Quartet

1 Tay Villas, Hawley Road, Dartford, Kent DA2 7RG

t:01322 221333/07973 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

Victoria’s Cake Boutique

t:07903973210

email:victoriascakeboutique@gmail.com

www.victorias-cake-boutique.co.uk

Victoria’s Cake Boutique offers a bespoke, personal service. We work closely with clients from the drawing board through to the cake board to ensure you get the special, unique and delicious cake you deserve. We have an extensive selection of flavours for you to choose from to ensure you get the taste as well as the look that is perfect for you. This way, the end product will be an expression of your personality and style and provide a beautiful and inspirational focal point for your special day.



Schedule of Conditions

Contract between The Spa Hotel (Tunbridge Wells) Ltd

and..... event date:

Minimum number of 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

3. All cancellations must be made in writing, by registered post, otherwise 100% charge will be made for total business lost.
4. 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.
5. 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.
6. 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.
7. 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 deposit of £1,000 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.
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.

Signed:

Signed:

On behalf of The Spa Hotel

On behalf of:

Name (printed):

Name (printed):

Position:

Position:

Date:

Date: