

Corporate Small Print (Terms & Conditions)

At The Emerald Suite, we've tried to make our terms of business as straight forward as possible. If, however, you have any questions, please feel free to speak to us before you sign this document.

1. What happens if I cancel?

For all meetings and events, there needs to be an agreed 'Cancellation Policy', as cancellations cost the business money.

Date of cancellation	Cancellation charge payable
Between 24 & 12 weeks before the event is scheduled to take place	10% of total booking value
Between 12 & 6 weeks before the event is scheduled to take place	20% of total booking value
Between 6 & 4 weeks before the event is scheduled to take place	30% of total booking value
Between 4 & 2 weeks before the event is scheduled to take place	70% of total booking value
Less than 2 weeks before the event is scheduled to take place	90% of total booking value

2. Cancellation by us because of events beyond our control

In the unlikely event that The Emerald Suite has to cancel your booking, you'll receive back any pre-payments, although The Emerald Suite will not have any other liability.

3. Can I change my guest and delegate numbers?

Of course you can. However, if the numbers go down significantly, the cancellation charges will be applied. So, if you give us more than 2 weeks notice for events of 1 - 99 people, you can reduce your numbers by anything up to 15% without charge or 5% without charge if your event is for 100 or more.

If you provided less than 2 weeks notice, the contracted numbers will be charged. If numbers are reduced, The Emerald Suite reserves the right to re-allocate the room, to one more relevant to the size of your event.

4. When do I have to pay?

You'll need to give us a non-refundable deposit of 10% of the total booking value when you confirm your booking.

We'll log any extras that are requested throughout the day, thereby ensuring there will not be any unknown extras on your bill. Once the conference is completed, your bill will be sent directly to you, exactly as requested.

5. I've got lots of things to bring to The Emerald Suite

We can provide most equipment. However, should you wish to bring your own equipment into The Emerald Suite you must ensure it has been tested and is safe to use. The Emerald Suite accepts no liability for any equipment you bring to the venue and we would ask you to comply with the rules set out in the Health & Safety at Work Act. For any 3rd party contractors visiting the venue (such as Bands and Entertainers) under your instruction you must ensure current and adequate 'Public Liability Insurance' is in place. Copies of electrical testing certificates and insurance policies must be made available on request. Should you have any queries, our team will be happy to help.

6. Anything else?

Just a few points:

- (i) For certain events The Emerald Suite may charge a deposit of £500.00 against the cost of possible damage to the venue or venue property, which could occur during the course of the event. Should any damage occur to the venue or venue property during your event then this deposit, or an appropriate part thereof, will be retained by The Emerald Suite on account of the cost of such damage.
- (ii) It's agreed that you're not acting on behalf of someone else.
- (iii) If you ask us to get a supplier to provide you with anything, the bill must be settled by you and not The Emerald Suite.
- (iv) It is your responsibility to ensure any supplier fully complies with all regulations, and in the case of bands, singers, discos and entertainment, the required 'Public Liability Insurance' is in place.

Signed: _____

Date: _____

Company: _____

Contract due back by: _____