



# Booking Terms & Conditions

To prevent any misunderstanding in respect of your booking, the following Terms of Business will apply to all bookings relating to Christmas and New Year party nights and festive lunch events. We've tried to make our terms of business as straightforward as possible, however, if you have any questions, please feel free to speak to us before agreeing.

## 1. DEPOSITS, FINAL PAYMENTS AND TERMS AND CONDITIONS

- a. Payment of a deposit is also deemed as an agreement by yourselves to our terms and conditions and the hotel reserves the right to cancel a provisional booking if the deposit is not paid within this time.
- b. Provisional bookings will be released without notification if not confirmed within 7 days of your enquiry. Bookings made after 1st November 2025 require full payment at time of booking to secure your party or luncheon.
- c. To confirm your Christmas Party or Luncheon Party booking, please return all forms including these terms and conditions signed in agreement of our terms of business and a 50% payment within 7 days of making your enquiry. Please note that our Michael Bubl  Lunch, Festive Afternoon Teas, Festive Lunches, Sunday 21st December Party Night, Coast Restaurant Boxing Day Lunch and Coast Restaurant New Years Day Lunch will be paid in full at the time you confirm your booking.
- d. Cheques should be made payable to Hythe Imperial. Multiple cheques are not accepted at any point during the booking process.
- e. Full Payment must be made prior to 1st November 2025, along with your menus and wine pre-orders. Please note that we do not require menu pre-orders for Boxing Day Lunch and New Years Day Lunch. If we do not receive your payments within the deadlines outlined, we have the right to cancel your booking, and you will lose payments made.
- f. Absolutely no changes can be made to guests attending or menu and wine choices less than 7 days prior to your event.
- g. Clear and Precise information must be indicated against menu choices for members of your party who have allergies particularly relating to the European 14 Major allergens, Cereals containing Gluten, Crustaceans, Eggs, Fish, Peanuts, Soya, Milk, Tree Nut, Celery, Mustard, Sesame, Sulphur Dioxide, Lupin and Molluscs. This is your responsibility to ensure the above is correct.
- h. The hotel reserves the right to change a menu choice of members of your party should the content of dishes not be suitable for these guest's stated allergens or should certain items become unavailable to the hotel.
- i. Please make us aware if any of your party are wheelchair users so that we can ensure accessibility for parties and luncheons.
- i. Pre-ordered drinks packages are non-refundable should you wish to cancel your booking or drinks package.
- j. We do not accept individuals in your party paying their own deposits and giving their menu choices, only one payment and one form is acceptable.
- k. For all booking we will only accept communication by the lead booker, individual requests and requirements will need to be made by the lead booker.
- l. We will endeavour to accommodate any setting requests; however, this can't be guaranteed.

## 2. CANCELLATIONS OF A PARTY OR INDIVIDUAL GUESTS

- a. Cancellation of a total party or individual guests, including cancellations due to adverse weather conditions will result in deposits being forfeited as deposit(s) and any pre-paid monies are not refundable or transferable.
- b. After the 1st November 2025, cancellations by yourselves will result in the full amount of your party night or luncheon per person being forfeited.



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c. Please note that if the hotel is open and running your event and you cancel you will lose your deposit and/or full payment dependent on the date of your cancellation.

## 3. HOTEL CAN CANCEL

- a. The Hotel or any part of the hotel is closed or becomes unavailable due to events beyond our control.
- b. If you, or we become insolvent, or in the case of an individual, becomes subject to a bankruptcy petition.
- c. We reserve the right to cancel an event should any person attending an event be abusive to staff or any other guests.

## 4. ALCOHOL RULES

- a. We reserve the right to remove any persons or refuse to serve alcohol to whom we deem to be intoxicated by either drugs or alcohol.
- b. We do not allow alcohol to be bought on to the premises, unless organised in advance, corkage fees will apply. Please note that we reserve the right to remove all alcohol not purchased on the premises in line with our liquor licence terms and disposed of.
- c. Absolutely no drinks to be taken on to our dancefloor.

## 5. VAT

- a. All prices are inclusive of VAT % at the current prevailing rate.

## 6. CHANGES TO EVENTS

- a. We reserve the right to postpone, cancel and change the details of the brochure.
- b. The hotel reserves the right to amalgamate Christmas events to ensure appropriate numbers or move an event to a smaller/larger room should numbers dictate.
- c. 10-days' notice will be given by the hotel to the main booker if this is foreseen and a full refund will be provided if alternative dates are not suitable. The hotel's liability for cancellation is limited a full refund of payments received.

## 7. ROOM PLANS

- a. All rooms and table plans are at the discretion of the hotel. The hotel will endeavour to accommodate any special seating requests however, these cannot be guaranteed as overall party sizes will determine final table arrangements. Seating arrangements cannot be notified until one week prior to the event and we reserve the right to make alterations to notified plans.
- b. Please note that some of our events are based on the use of Captains Tables (join a table), so you may be required to join a table with other guests attending the function.
- c. We ask that seats are not swapped before dinner service is complete. This is to ensure that all allergens noted at the time of booking, are catered for to the correct individual. Please note the hotel cannot be held accountable if this should take place and signing of this document below confirms this.



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## 8. DAMAGE TO HOTEL

- a. Should any damage occur to the hotel or hotel property during the event, then a charge will be imposed to cover the cost of such damage.

## 9. ACCOMMODATION

- a. To complete your party celebrations, take advantage of our special accommodation packages in one of our stylish bedrooms. Arrive any time after 4pm and relax in the bar and lounge areas. Check out times is 11am. Guests attending our Christmas Parties can book their bedrooms separately to the event. There is no minimum stay restrictions and rates are pre-paid at time of reservation.
- b. These bookings are non- changeable and non-refundable.
- c. We will not hold any bedrooms on your party blocks for guests to call up and give individual credit card payments.
- d. It is the responsibility of the lead booker to ensure that they inform the sales team if specific bedroom configurations are required. Twin beds require notice as our housekeeping team need to prepare this in advance. It is unlikely that we will be able to change this on the night.

## 10. COMPANY/PRIVATE EVENTS

- a. We will be issuing a separate contract with our standard events terms and conditions.

## 11. INSURANCE

- a. You may well consider it worthwhile arranging insurance. This can usually be done for a small premium, to cover the cost of cancellation and other liabilities.
- b. Please bear in mind that your insurance contract will be between the insurance company and yourselves.

## 12. COMPLAINT PROCESS

- a. If you are unhappy with any aspect of your stay or event, please speak to a member of the Management team on the night, the morning after will be taken as the same. Please also note that the hotel will only respond to formal letters/emails that are received within 2 days of the event/stay.
- b. Communication received after this date will be acknowledged as having been received only.

## 13. ZERO TOLERANCE

- a. Our staff have the right to carry out their duties without fear of attack or abuse. We will always press for the strongest possible penalties against those who attack, threaten, or abuse our staff.
- b. The hotel will also seek to give full support to staff members in the taking forward of any action because of physical or non-physical assault.

## 14. LIABILITY OF HOTEL

- a. If for any reason beyond its control, the hotel fails to make available the rooms reserved for the client or to provide any of the agreed goods or services, it shall not be liable for any resulting loss or damage suffered by the Client; and, without prejudice to the generality of the foregoing.
- b. The hotel shall in no event be liable to loss or damage caused by labour disputes, power failure, government regulations or act of God.

