

Groups and Tours – T&C's for Crowne Plaza Reading East:

All Tour Group Bookings or Group reservations for in excess of 5 bedrooms at the Crowne Plaza Reading East are subject to the terms and conditions below. Confirmation of this booking by any individual, group or firm/partnership or company implies acceptance of the following Terms and Conditions.

1. Payment:

- (a) Where credit facilities have been approved, payment must be made within 14 days of the invoice date. In the event that the booking is cancelled once confirmed but outside the 28 day cancellation period, the client will be liable to pay a minimum charge of 25% of the total cost of the Tour Group Booking within 14 days of receipt of the invoice. Interest at a rate of 8% per annum above the Barclays Bank Plc base rate may be charged on any overdue balance from the date that the payment was due. The hotel reserves the right to withdraw credit facilities at any time without prior notice.
- (b) Where credit facilities have not been granted, the following conditions apply: (i) A deposit of 25% of the total cost of the Tour Group Booking is required on receipt of the confirmation of the reservation in order to secure the booking. This deposit will be non-refundable in the event that the booking is cancelled once confirmed. (ii) Payment of the balance due is required twenty eight days prior to the arrival date specified. Credit card details will be required to secure the reservation.
- (c) Payment is to be made in Sterling unless otherwise agreed in writing.
- (d) Any claim in respect of any failure of the Hotel to comply with the Terms and Conditions of the Contract shall not give rise to any right whatsoever to withhold payment, whether in part or in whole.

2. Rates and Charges All rates include VAT where applicable at the current prevailing rate, in the event of any increase in VAT, the rate shall increase to the same extent as the increase in the VAT payable. For no shows/ cancellations, rates are non vatable and the original VAT inclusive rates will apply to the cancellation /no show charge .

3. Cancellation by the Hotel The Hotel may cancel the bookings under the following circumstances:

- (a) If the Hotel or any part of it is closed due to circumstances outside its control
- (b) If the Client becomes insolvent or enters into liquidation or bankruptcy
- (c) If the Client is more than 14 days in arrears with any payments to the Hotel
- (d) To avoid a breach of these conditions;
- (e) If it might prejudice the mutation of or cause damage to the Hotel. In such an event the Hotel will refund any advance payment made but will have no further liability to the Client.

4. Cancellation by the Clients If the Client cancels a reservation(s), the Hotel reserves the right to claim the following sums as a cancellation fee or in relation to the reduced numbers advised less than 28 days prior to arrival, is obtained for the same dates from a third party on no less favourable terms:

- (a) Cancellations after signing contract up to 28 days prior to arrival - deposit forfeited;
- (b) Cancellations less than 28 days in advance - 100% of total anticipated charges on a zero vat basis, i.e based on total contracted numbers and inclusions or if applicable, total final numbers notified 28 days prior to arrival and/or any reduction in numbers occurring less than 30 days prior to arrival. In all instances, notifications of cancellation or reduction in numbers must be made in writing and will be effective on the date received and acknowledged in writing by the hotel.

5. Rooming List and Cancellation

(a) Final numbers must be notified no later than 28 days prior to arrival and final charging will be based on these numbers. Where a longer cancellation period has been agreed this will take precedence over the 28 day period detailed herein.

(b) The final rooming list is required 10 days prior to the arrival date.

(c) Any failure by the hotel to perform its obligations under this agreement will not constitute a breach of contract. In such circumstances where it shall be impossible or impractical for the Hotel to carry out the terms of the agreement, the hotel shall be entitled to cancel the agreement without any liability whatsoever.

6. Arrivals and Departures Accommodation reserved will not be available until 14:00 on the day of arrival. Check out time on the day of departure is 11.00am.

7. Loss or Damage to Property The Hotel shall not be liable for any loss or damage to the property of the client or any such persons as occupy the hotel save where the Hotel Proprietor's Act 1956 is applicable. The client shall be liable for any damage caused by any guest or the client's personnel in addition to the replacement cost for any items removed from the hotel by guests.

8. Variation No variation of these terms shall be effective unless in writing and signed by the Managing Director of the Hotel.

9. Signature A copy of this agreement must be signed and returned to the hotel within 72 hours of receipt by the client, failing which the client will be deemed to have accepted the terms detailed above.

Termination:

The hotel reserves the right to terminate this agreement at any time without prejudice to any other rights it may have, in the event that the client fails to comply with the terms of this agreement or where the client is in arrears. Any failure by the hotel to enforce at any time, any of the terms of this agreement shall not be construed as a waiver of any of its rights nor affect the validity of the agreement as regards subsequent action.