

# The Booking Conditions

## Deposits

A deposit of £1000 and written confirmation, stating the date, approximate numbers expected & confirmation of these booking confirmation is required within 14 days of the provisional booking.

**The initial deposit of £1000 is non-refundable but may at the manager's discretion be used to book an alternative date.**

A further deposit of 50% of the estimated final bill is required 4-6 months before your wedding at which point we will confirm prices, agree the menu and drinks package, discuss timings and table plans etc.

## Final Numbers & Full Payment

21-14 Days before your event, we will meet to confirm final numbers, table plans etc and run through all the arrangements made on your behalf. At this stage the balance of the account must be paid.

## Minimum Requirements

We accept your booking on the understanding that the minimum spend for whole day excluding Hotel accommodation totals £5000 on a Saturday between May & September in cost.

All guests attending the evening party must be catered for.

## Corkage

Corkage is available

£7.50 per bottle of Wine

£12.50 per bottle of Sparkling Wine or Champagne

Please ask for costings for any other drink you may have in mind

## Refreshments & Catering

### Children

Children 10 & Under are charged at 50% of the published price or an Agreed menu can be arranged with prior notice

Infants 2 & under are complimentary

Children **MUST** be supervised at all times, The Cleve cannot take responsibility For any children's actions and safety

We have a limited number of high chairs available

### Food & Drink

The Final Menu must be confirmed 2 weeks prior to the date and cannot be amended after this

If Selecting a table served menu we ask you to pick One starter, One Main Course, One Vegetarian option & One Dessert

Special Dietary Requirements

We can cater for dietary requirements with prior notice

Wedding Cake may NOT be used as a substitute for a Dessert

All Food, Wine & Drinks excluding the wedding cake must be supplied by The Cleve

## Bar & Entertainment

The Hotel Bar & Lounge is not available to wedding guests after 6pm Unless venue exclusivity has been agreed

The Music Room is open until Midnight on the night of your wedding

Entertainment must finish by 12.30am unless agreed with prior notice - fees applicable

Extended Bar Licence is available at £50 an hour - Exclusive venue hire only

The Hotel & Lounge Bar will not be open for resident after 1am

## Etiquette

If any member of your party or any guests of your guests behave badly we Reserve the right to ask the relevant people to leave the premises...

You must ensure that these people leave as soon as possible - we will have No further liability for them

You will be responsible for the cost of repairing & soiling caused to the hotel And grounds or external suppliers

## External Suppliers

You Must ensure that all external suppliers you use in connection with your Booking comply with all relevant statutory and health & safety requirements In particular, they must be properly qualified & have adequate public liability Insurance and safe practising systems in place.

We have limited storage space available so we ask for all suppliers to collect All items immediately after the event.

## Decoration

All personal effects and decorations for your wedding must be labelled and delivered At the agreed time arranged with your wedding planner.

We regret that The Cleve will not accept responsibility for any cakes left in our Possession to assemble or any other decorations / personal belongings.

## Other

- Registrars Fees - are payable directly to Taunton Registry office
- Confetti - Biodegradable confetti is permitted in the grounds
- Fireworks & Chinese Lanterns - are NOT permitted
- Cards & Presents - The Cleve accepts NO responsibility for gifts received
- All Prices are set to an annual increase
- The Cleve Reserves the right to adjust its prices when required - notice will be given

## Payments

Any payment made by credit card will be subject to a 2% surcharge This does NOT apply to debit cards, WE do NOT accept AMEX. We can also accept payment by Cash or Bank Transfer

## Bedrooms Reservations

We are happy to offer your guest a discount of over £10 off our Rack Rates. The special rate is only applicable if paid in full on booking.

Children under the age of 16 **can NOT** use BODYWISE Fitness & Health spa

We do not accept block bookings unless:

1. They are paid for in full by the person booking the room at the time of reservation.
2. The names and addresses of the guest who will be occupying each room must be confirmed in writing.

Unfortunately due to strict Health & Safety requirements we do NOT provide travel Cots for overnight guests, Guests are more than welcome to bring their own having Provided notification to the hotel on booking.

## Exclusive Bedroom Hire Packages

1. The names and addresses of the guest who will be occupying each room must be confirmed in writing at least 2 weeks before.
2. Check in is from 3pm on the day of arrival
3. Check out by 11am on the day of departure
4. All guests are aware that BODYWISE fitness & health spa is available for guests over the age of 16 years only!
5. All hotel guests have Breakfast included following the nights accommodation
6. Any additional Beds required in any bedrooms are at an additional cost of £15 pp

## Cancellations

If you unfortunately have to cancel your function, the Cleve reserves the right to change the following amounts in lieu of cancellation.

30% of the expected bill if the Cleve is given less than 6 months notice.

60% of the expected bill if the Cleve is given less than 2 months notice.

However if you re-book the wedding at a later date, we may be able to reduce or waive the cancellation charges