



EVENTS TERMS AND CONDITIONS

These terms apply to all events, conferences, and weddings (**events**) held on our premises, whether booked through our websites (www.pebblehotels.com, www.potters-heron.co.uk, www.white-swan-arundel.co.uk), through us directly, or through a third party booking agent. These terms will refer to individuals and businesses booking events as **you** or **your** throughout.

We are Pebble Hotels Limited (registered UK company number 05921582) and our registered address is Beaulieu House, Roman Road, Dorking, Surrey, RH4 3ET. Throughout these terms, we will refer to ourselves interchangeably as **we**, **our**, or **us**.

If you have any questions about their meaning or how they affect you, please contact us at info@pebblehotels.co.uk.

Please see our [Privacy Policy](#) which explains how any personal data relating to you and any guests will be collected and handled by us.

1. OUR FACILITIES

- 1.1. Pictures of the events facilities on our websites are for illustrative purposes only; our rooms may vary in decoration and layout to the pictures on our websites.
- 1.2. Our hotels offer modified facilities for use by guests with disabilities. As needs do vary, please contact us in advance of your booking at the relevant hotel (either reception@white-swan-arundel.co.uk or reception@potters-heron.co.uk) to discuss your requirements. We are committed to improving accessibility for all of our guests.
- 1.3. No pets are permitted at events held on our premises, save for guide and hearing dogs. You are responsible for your guide dog and we may charge you for any damage or injury caused by them.
- 1.4. Children under the age of 15 must be accompanied by a responsible adult at all times and may be excluded from certain areas of our hotels.
- 1.5. Parking at our hotels is subject to availability and we cannot guarantee you or any of your guests a space. Where spaces are available, they are free of charge.

- 1.6. Where internet facilities are available at our hotels, they are provided by third-party providers. We are not responsible for the quality of the connection. Our internet is not to be used for any illegal or fraudulent purpose.

2. ACCOMODATION

Accommodation bookings are subject to our [Hotel Terms and Conditions](#).

3. BOOKING AND PAYMENT FOR EVENTS

- 3.1. You must be at least 18 years old to book an event with us.
- 3.2. All events bookings are subject to a deposit of £500 unless we agree otherwise.
- 3.3. Bookings for events must be based on a minimum of six attendees. We must be notified of the intended number of attendees at the time of booking, the **final number of attendees** must then be confirmed at least 14 days prior to the event.
- 3.4. You will be asked to pay an **event fee** based on the number of attendees notified to us at the time of booking, less your deposit. The event fee will not be less than a specified minimum charge that we will notify you of at the time of your booking, irrespective of any cancellations. The event fee is to be paid according to the following schedule:

Time before event	Fee
Up to 28 days prior to event	50% of event fee
Up to 14 days prior to event	Remaining 50% of event fee

- 3.5. If the number of attendees increases from the final number of attendees confirmed by you at least 14 days prior to the event, we reserve the right to charge you for the additional attendees at full price.
- 3.6. If the number of attendees confirmed by you decreases less than 14 days prior to the event, we reserve the right to charge 50% of the full price-per-head, per cancelled attendee. If the number decreases less than 3 days prior to the event, we reserve the right to charge 90% of the full price-per-head, per cancelled attendee. In all other cases, we will refund you in full for cancelled attendees (subject to the minimum charge notified to you).
- 3.7. We reserve the right to alter any unpaid fees, to reflect a change in national VAT rates, or for reasons that are beyond our control. You will be notified of these changes.
- 3.8. We accept Visa, Mastercard, American Express to make a booking, and reserve the right to request prior authorisation of your card before you arrive. We do not accept cheques. Credit card payments will take at least one working day to process.

- 3.9. If you intend to pay by cash, please contact us at the relevant hotel (either reception@white-swan-arundel.co.uk or reception@potters-heron.co.uk), we reserve the right to charge you an additional fee of 1.5x the event fee.
- 3.10. We reserve the right to refuse your booking at our discretion.

4. EVENTS

- 4.1. All events will begin and end at times agreed with us at the time of booking. If the event runs over the agreed times, you agree to compensate us for any reasonable costs incurred, including additional staffing time.
- 4.2. We must be notified of the details of any third party contractors hired by you for the event no later than 28 days prior to the event. You will provide us with proof of their public liability and any electrical equipment testing insurance no later than 14 days prior to the event. We will check this information with our health and safety officer and ask you to sign a disclaimer where we feel it is appropriate.
- 4.3. We reserve the right to refuse entry to third party suppliers for your event, or their equipment.
- 4.4. Buffets provided by us will be left out for approximately 2 hours at ambient room temperatures. After this time the food will be disposed of. Due to food safety laws we are unable to allow food to be taken off the premises.
- 4.5. Food and drink must not be taken onto any dance floors.
- 4.6. Guests under the age of 18 are not permitted to consume alcohol on our premises. We reserve the right to ask guests for proof of age, and to remove alcohol from any guest who cannot prove that they are over 18.
- 4.7. Helicopter landings may be agreed with us at least 28 days prior to the event.

5. BEHAVIOUR, SMOKING, DRUGS, ALCOHOL

- 5.1. You and your guests must not access any areas that are closed to the public and are marked as such. These areas may present a health and safety risk.
- 5.2. You accept that we will judge acceptable behaviour and levels of noise in our hotels. We reserve the right to take appropriate action against disruptive behaviour, which may include removal of any visitors from the premises. Please do not disrupt the enjoyment of the other guests or the operation of our hotels.
- 5.3. You agree not to exceed the maximum occupancy for the room you have booked. We reserve the right to stop your event or ask for any number of visitors exceeding the maximum occupancy to leave the premises.

- 5.4. We operate a no-smoking policy (this includes vaping). We reserve the right to charge a £100 fee to cover cleaning and disruption should you smoke on our premises. Drugs are strictly forbidden on our premises. Anyone found in possession will be immediately removed from the premises and reported to the police, without refund.
- 5.5. No alcohol may be brought onto our premises without our prior agreement. We reserve the right to remove anyone doing so from our premises without refund. Please contact us in advance at the relevant hotel (either reception@white-swan-arundel.co.uk or reception@potters-heron.co.uk) if you wish to discuss bringing alcohol onto our premises. We reserve the right to charge an additional fee if we grant you permission to do so.
- 5.6. We reserve the right to refuse entry or to remove you from the premises if management judges you to be under the influence of drink or drugs, or inappropriately dressed.

6. CANCELLATION

- 6.1. Cancellation of an event booking will result in the following cancellation fees:

Time before arrival	% of Initial Payment cancellation fee
Up to 28 days before the event	25%
Up to 14 days before the event	50%
Less than 14 days before event	100%

- 6.2. Should you wish to discuss a bespoke accommodation and payment package, please contact us at the relevant hotel (either reception@white-swan-arundel.co.uk or reception@potters-heron.co.uk).
- 6.3. We may cancel a booking if you do not pay for the event in full prior to the event. If we cancel a booking in these circumstances, we may charge you for our reasonable compensation for the net costs we have incurred as a result of you breaking the contract less the amount of your deposit.
- 6.4. If we have to cancel a booking due for any reason that is beyond our reasonable control, for example fire or flood, security threat or any health and safety risks which mean that our facilities are unsafe, we will let you know as soon as possible and you will be entitled to a full refund for all amounts paid in advance. We will not be liable or responsible for any other losses arising as a result of any event outside our reasonable control.

7. LIABILITY

- 7.1. We do not accept liability for the loss of or damage to any personal property kept on our premises (including in any car park belonging to us). Whilst we will use our reasonable endeavours to maintain the security of our premises, it is your responsibility to ensure that you have suitable

insurance in place. You will report any loss of, or damage to, your property to reception immediately.

- 7.2. You accept responsibility and we may charge you for any damage caused to our property and equipment by you or your guests, and you authorise us to charge your debit or credit card to charge you for it.
- 7.3. Our liability in the event of any breach of these terms by us will be limited to (1) the total fee paid by you at the date of any such breach if you booked the event as a business, or (2) the amount of damage or loss you suffer as a foreseeable result of our breach (being any loss or damage that is obvious that it will happen or, at the time of making your booking, both we and you knew it might happen and discussed this) if you booked the event as a consumer.
- 7.4. If you are a business, we will not be liable for any indirect or consequential losses (for example, the loss of business, or sales income).
- 7.5. We do not exclude or limit our liability for death or personal injury caused by our negligence or the negligence of our staff or contractors or for any other liability which it would be unlawful for us to exclude or limit.

8. DISCRIMINATION

We do not discriminate on grounds of race, sex, religion, nationality, marital status, age, ethnicity, or disability. Our staff are expected to adhere to our policy of non-discrimination.

9. COMPLAINTS AND DISPUTES

- 9.1. Should you have any complaints regarding your stay, please contact the duty manager, reception, or email us at info@pebblehotels.co.uk and mark your email for the attention of the general manager. We aim to deal with all complaints as quickly as possible.
- 9.2. If you booked the event as a consumer and you are not happy with how we have handled any complaint, you may want to consider alternative dispute resolution. Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. You can submit a complaint to [ADR Group](#). If you are not satisfied with the outcome you can still bring legal proceedings. In addition, please note that disputes may be submitted for online resolution to the [European Commission Online Dispute Resolution platform](#).
- 9.3. These terms are governed by English law. If you booked the event as a business, you agree to submit to the jurisdiction of the courts of England and Wales exclusively. If you booked the event as a consumer, you can bring legal proceedings in the English courts; if you live in Scotland, the Scottish or English courts; or if you live in Northern Ireland, the Northern Irish or English courts.

10. OTHER IMPORTANT TERMS

- 10.1. Your rights as a consumer: If you booked an event as a consumer (i.e. for non-business purposes), you have certain rights under consumer protection law. Nothing in these terms is intended to affect those rights.
- 10.2. We may transfer this agreement to someone else: We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.
- 10.3. You need our consent to transfer your rights to someone else: You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 10.4. Nobody else has any rights under this contract: This agreement is between you and us. No other person shall have any rights to enforce any of its terms.
- 10.5. If a court finds part of this contract illegal, the rest will continue in force: Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.