**Please read our terms and conditions before signing the function booking contract.**

1. To secure your booking with us a non-refundable deposit of £500 is required within two weeks of the provisional reservation.

2. A further non-refundable deposit, of 50 % of your anticipated account is required 4 months prior to the date of the event.

3. Final payment of the remaining balance is required two weeks prior to the event together with final arrangements. Any reductions in number after this point will be charged in full, no monies will be refunded or transferable to use against other services.

4. Any weddings booked on a Saturday must be taken on an all exclusive basis. Along with the initial deposit, payment for all 30 bedrooms is required in advance.

5. In the unfortunate circumstances that you have to cancel or postpone your confirmed booking with us the following charges will apply. Our cancellation policy is as follows:

   ❖ 10-12 months prior to the event, initial deposit only.

   ❖ 8-10months prior to the event, 25% of the quoted amount charged.

   ❖ 6-8 months prior to the event, 50% of the quoted amount charged.

   ❖ 4-6 months prior to the event, 75% of the quoted amount charged.

   ❖ 0-4 months prior to the event, 100% of the quoted amount charged.

6. We advise that you take out a personal insurance policy to protect yourselves against such occurrences.

7. Should any significant changes to the programme or expected numbers of guest occur this may result in amendments to applicable rates and/or facilities, bedroom or function rooms offered to you by the hotel.

8. In order to comply with health and safety regulations all food consumed on the premises must be provided by Lanes Hotel. We do not allow outside catering of any kind. If minimum numbers were agreed in your original quotation then these will be charged in the event that numbers drop. Evening food may be served no later than 21:30. Final food choices must be given to your coordinator no later than two weeks prior to the event.

9. All drinks are to be purchased from hotel stocks. We do not permit any alcohol not provided by the hotel to be brought into the hotel property and consumed, unless a specific corkage arrangement has been pre agreed by your coordinator in the original quotation. Bar service will stop at midnight for all guests including residents unless an extension has been agreed. Entertainment will also be terminated at midnight. During non-exclusive events we reserve the right to amend noise levels to an acceptable level so as not to deter or impinge on the enjoyment of other hotel guests.

10. We operate a zero tolerance policy on abusive or unacceptable behaviour to our staff and other hotel guests. Such persons will be asked to leave and the relevant authorities may be called. Any damages to hotel property will be charged.

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11. Children must be supervised at all time by an adult.  They may be allowed in the bar area however they are not permitted at the bar service area.  We also have livestock at the bottom of our grounds; children may not enter this area unaccompanied.  The animals are not to be fed.

12. All accommodation booked must be pre-paid before the event. You will be provided with a rooming list which, must be completed and handed in at the final arrangements stage. Check in time is from 2pm and check out is 11am. We will do our very best to accommodate any special requirements regarding check in and check out time but should you wish to reserve earlier check in or later checkouts this can be arranged for a nominal charge.

13. 3 days prior to your event all decorations must be delivered to Lanes clearly boxed and labelled with full set up instructions.  A table plan for guest seating must be provided along with places cards showing clear food choices visible for our waiting staff to see.

14. The wedding cake must be delivered on the morning of the event along with any fresh flower arrangements.  The cake may not be used as a dessert substitute. We will however cut and serve this for you with coffee or during your evening reception.