

Christmas And New Year Event Terms And Conditions SPECIAL CONDITIONS

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These terms and conditions apply to Christmas and/or New Year events hosted at any Surya Hotel (each, an "event"). These terms and conditions govern the relationship between the persons or entities who book and / or attend an event ("you") and Surya Hotels.

These terms and conditions are in addition to all other Surya terms and conditions which can be found here <https://www.suryahotels.co.uk/terms-conditions/>. In the case of conflict, these Conditions take precedence over any other Surya Terms and Conditions in relation to Christmas and New Year Event bookings only.

PAYMENT

1. For all Christmas Party events a minimum £10 non-refundable deposit per person is required at time of booking, the remaining balance is required to be paid by 31st October 2023. For any booking made after 31st October 2023, full payment will be required at the time of booking. Unless alternative payment terms have been agreed in advance at the time of booking.
2. For all Christmas Day and New Years Eve bookings, a minimum £25 deposit per person is required at time of booking the remaining balance is required to be paid by 31st October 2023. For any booking made after 31st October 2023, full payment will be required at the time of booking. Unless alternative payment terms have been agreed in advance at the time of booking.
3. For all Christmas and New Years Accommodation Packages, a 50% deposit of the total value of the booking is required at time of booking the remaining balance is required to be paid by 31st October 2023. For any booking made after 31st October 2023, full payment will be required at the time of booking.
4. No promotional discounts or offers are applicable or can be redeemed against these offers unless stated/agreed in advance or at time of booking.
5. If payment has not been made in full by 31st October 2023 in accordance with these terms and conditions, Surya Hotels reserves the right to cancel your booking in its entirety without further communication to you.

CANCELLATION

7. In the event that you have to cancel your booking the following terms shall apply:
8. Surya Hotels shall be entitled to retain a deposit for each person in the sum of £10 per person for each booking that has been made up to 31st October 2023. If you have paid more than the deposit then Surya agrees to refund the balance of sums that you have paid for any booking.
9. From 01 November 2023, all monies paid will be non refundable in the event that you cancel your booking.
10. All prices include VAT at the prevailing rate.
11. Confirmation of your booking will be sent to you together with a receipt of monies paid.

FOOD & BEVERAGE

12. Pre-orders for food & drink are required a minimum of 28 days prior to the events where a choice menu is offered.
13. If you or any of your party have any special dietary requirements, including food allergies or intolerances, please inform Surya Hotels and we will endeavour to accommodate your requirements.
14. Surya Hotels cannot guarantee that dishes do not contain nuts or nut derivatives or that fish products are totally free from bones. Our suppliers & kitchens handle numerous ingredients and allergens. Whilst we have strict controls in place to reduce the risk of contamination, unfortunately, it is not possible for us to guarantee that our dishes will be allergen free.
15. No alcohol or other beverages may be brought into the venue for consumption or prizes. Surya Hotels reserves the right to search the bags of any guest.

GENERAL

17. Surya Hotels reserves the right to judge acceptable behaviour and levels of noise from guests. You are responsible for the behaviour of your party.
18. Please note the dress code for all events is smart casual, unless otherwise stated, and we reserve the right to refuse entry to any guest wearing baseball caps, hoodies or any other item deemed unacceptable in the reasonable judgement of Surya Hotels.
19. Surya Hotels will not accept any responsibility, or be held liable, for anyone prevented from entering the event, or asked to leave the event, due to that person:
 20. acting in an improper or disorderly manner or whose condition in the opinion of the Surya staff interferes, or is likely to interfere, with the enjoyment of the function by other guests;
 21. bringing or using dangerous, illegal or hazardous items or substances on the premises;
 22. bringing their own food or drinks to the premises without the prior permission of Surya Hotels
 23. not adhering to the appropriate dress code for the event.
24. The minimum age for persons attending events is 18, except by prior agreement between Surya Hotels and you. The only exceptions to this are Christmas Day, Boxing Day and New Year's Day where no minimum age applies.
25. Surya Hotels is unable to offer baby-sitting, baby listening or child-minding services.
26. Guests and visitors are not permitted to join any event for the entertainment only.
27. Room upgrades are available for an additional charge quoted at the time of enquiry and secured at the time of booking.
28. Surya Hotels reserves the right to amalgamate events to ensure minimum numbers. At the discretion of Surya Hotels, tables of under 10 guests may be shared with other smaller parties in the function suite, restaurant or bar.
29. Surya Hotels may cancel a booking, and will refund any advance payment made or alternatively arrange for the booking to be transferred to another event, if it is deemed that the date of the event booked is no longer viable.
30. Surya Hotels endeavours to honour all commitments, but reserves the right to amend or alter all or part of the event package (as described on our website or in our event brochure) to an alternative of at least equivalent standard.
31. While Surya Hotels has taken all reasonable steps to ensure that the information contained in its event brochure, on its website and within all advertisements is accurate, it reserves the right, without accepting any liability, to amend or alter all or part of the package in the event of an error or omission.

32. Surya Hotels will not be held liable, nor accept any liability, for cancellation or non-completion of an event, or for any delays, arising as a result of industrial action, strikes, riots, adverse weather conditions, fire, flood, Act of God or any other cause beyond its control
33. Surya Hotels shall not under any circumstances be liable to you in contract, tort (including negligence) or otherwise for loss of revenues or opportunities, goodwill, reputation or any type of special, indirect or consequential loss (even if such loss was reasonably foreseeable or Surya Hotels had been advised of the possibility of you incurring the same).
34. Surya Hotels shall have no liability for any death or bodily injury (except death or injury caused by the negligence of Surya Hotels , its staff or contractors), or loss of or damage to property, of anyone attending an event. You agree to indemnify Surya Hotels against any claim in respect of any such liability (and the costs and expenses incurred by Surya Hotels in relation thereto).
35. Surya Hotels does not accept any liability in respect of loss or damage to property or vehicles brought into the venue or car park.
36. Without prejudice to any other limitation or exclusion of liability set out in these terms and conditions, and to the fullest extent permitted by law, the total liability of Surya Hotels to you in contract, tort or otherwise, including negligence (save for any liability arising from death or personal injury due to the negligence of Surya Hotels or its employees which shall be unlimited) arising in relation to an event shall not exceed the total amount paid by you for the event.
37. These terms and conditions are correct at the time of going to print and Surya Hotels reserves the right to amend them at a later date without prior notice.
38. Surya Hotels and you agree that these terms and conditions constitute the entire agreement between us, and supersedes all previous drafts, agreements, arrangements and understandings between us, whether oral or written.
39. We will only use your personal information for reasons and purposes set out in our Privacy Policy
40. These Terms and Conditions are governed by English Law and in the unlikely event of a dispute, the parties shall submit to the exclusive jurisdiction of the English Courts
41. You, as party organiser, are asked to inform all guests of these terms and conditions. Extra copies are available on request.
42. . Payment can be made by all major credit cards for the deposit, full payment and bar charges.