

We are City Hotel. These are our terms and conditions that apply to the use of any meeting rooms and any associated services which we agree to provide to you.

The Organisation and/or individual in whose name the booking is made, unless otherwise stated, will be considered the Hirer, and shall be jointly and severally liable in respect of the booking.

BOOKINGS

1. Provisional bookings
2. Confirmed bookings

1. Provisional Booking

A provisional booking does not constitute a legal agreement between the parties.

2. Confirmed bookings

A confirmed booking constitutes a legal agreement between the parties. A confirmed booking comprises the terms set out in the booking form and these terms and conditions.

Provisional bookings will be entered on the diary and held free of charge for two weeks, unless otherwise agreed and confirmed in writing by the management of the City Hotel. At the end of this time written confirmation is required in order to retain the booking. If no confirmation is received the booking will be deleted from the diary automatically. On confirmation of the booking the cancellation policy will apply. For bookings for dates within three months, written confirmation is required within seven working days. For bookings for dates within seven days, confirmation is required within 24 hours. City Hotel does not accept liability for any losses incurred due to the cancellation of provisional bookings in compliance with this policy

All the Hirer's requirements should be detailed on the booking form at the time of booking. The Hirer shall notify City Hotel of any changes to the requirements detailed on the booking form, in writing, not less than five working days (Monday to Friday) before the function. On receipt of the booking form City Hotel will confirm the booking in writing including confirmation of the charges incurred by the Hirer. An invoice for a 25% deposit may be submitted with the confirmation.

All telephone bookings will be regarded as provisional and must be confirmed in writing using the booking form. New clients are required to provide a letter of authorisation on their company's headed paper including the VAT registration number.

Please fax your booking form to 020 7377 5998,
or email to events@cityhotellondon.co.uk,
or post to the:

Meetings & Events
City Hotel
12-20 Osborn Street
London E1 6TE

Written confirmation using the booking form will be taken as acceptance of these terms and conditions.

CONFIRMED NUMBERS

The number of delegates stated at the time the reservation is confirmed will determine:

- The room size allocated and
- The cancellation charge in the event of cancellation

Up to a 10% delegate reduction will be permitted should attendees fail to show up for the meeting (excludes bookings with catering service).

DEPOSITS AND PAYMENTS

Deposits

A 25% deposit may be due when City Hotel confirms your booking. The outstanding balance will be payable at the time of check out.

Fees

The fee is the total of the meeting room and services hire charges quoted at the time of booking (the "Price"). The Price, plus VAT, is payable at the time of check out.

Charges

Any additional charges for use of additional services at a centre (such as typing or photocopying) plus VAT, will be deducted from your credit card or charged to your corporate account (if applicable) at the rate at the time in force on the day of use.

Cessation of Charges

It is the client's obligation to notify us when they vacate the room(s). Charges will be incurred until we receive this notification. Out of hours (i.e. prior to 9am or after 5.30pm) usage must be pre-approved by the City Hotel staff.

CANCELLATIONS

In the event that the Hirer cancels a confirmed booking, the following charges will be applied:

Less than two months notice 25% of room hire,
Less than 28 days notice 50% of room hire,
Less than 14 days notice 75% of room hire,
Less than five working days notice 100% of room hire and catering charges.

Notification of cancellations should be made in writing and will be effective on the date received by City Hotel. City Hotel reserves the right to cancel the booking if the holding of the function is prevented by reason of circumstances beyond the control of City Hotel.

CATERING SERVICE

In House Catering has sole rights to supply catering services to the conference centre. Clients are not permitted to bring their own food and drink onto the premises for consumption. Please note that it is our policy that food left over from any function cannot be removed from the premises. This is in compliance with the Food Safety Temperature Control Act 1995.

HEALTH AND SAFETY

The Hirer is responsible for the Health and Safety of their staff and delegates throughout the duration of the hire period, and will be expected to comply with all relevant legislation. Information regarding emergency procedures and First Aid arrangements is available from Reception. The capacities of each room are given on the City Hotel website in the Rooms section and may not be exceeded for safety reasons.

The management reserves the right to alter proposed room layouts in order to comply with fire regulations and to refuse admission to rooms if over-crowding is liable to occur. Delegate lists are required to be sent to the Conference Co-ordinator at least two working days in advance.

THIRD PARTY PERSONAL INSURANCE AND LIABILITY

City Hotel shall not be responsible for any loss or damage to property arising out of the holding of a function or any injury which may be incurred by any persons during the holding of a function arising from any cause whatsoever. Nor shall City Hotel be responsible for any loss due to mechanical breakdown, failure in electricity supply, flood, fire, government restriction or act of God which may cause the premises of the City Hotel to be temporarily closed or the function interrupted.

Equipment Liability

The client accepts responsibility for their equipment whilst on the premises.

City Hotel Equipment

The client is liable at all times for the loss or damage to any of our equipment.

Cloaks and personal property

City Hotel does not accept responsibility for the property of customers or guests.

CONFIDENTIALITY

The terms of your agreement are confidential. Neither of us may disclose them without the others consent unless required to do so by law or an official authority. This obligation continues after your agreement ends.

SMOKING POLICY

City Hotel operates a no smoking policy in all its rooms. Please inform your delegates of this policy and ensure that they do not smoke whilst they are in the building.