

1. How do I make a reservation?

Reservations can be made for a meeting or an event by simply returning to us the booking form along with this document, duly completed and signed where indicated. If you wish to make any special arrangements or if you have any special requests, then please do not hesitate to contact us, and will be glad to help you. If you are making a reservation on behalf of somebody else, then please let us know so that we can complete any necessary forms or documents.

2. What is included in the amounts charged for my reservation? How should I pay?

All prices charged to you are VAT and other taxes included. We will provide you with a detailed receipt, so that you know exactly for what items you are paying. We accept most credit cards, cash, personal cheques with a valid guarantee card and business cheques presented at least 24 hours in advance of your meeting. Please note that unless you have a pre arranged credit facility with the Tollgate all bookings must be paid for either on or before the day of the booking.

Unauthorised credit will be charged at a standard rate of £10 per day.

3. Can I change the number, of guests attending the meeting or event?

Certainly, as long as you give us adequate notice of any variation to your reservation. Please note however that our cancellation policy will apply if the number of guests or the cost of the event decreases significantly (i.e. by more than 10%) or if we do not receive adequate notice of the change.

In the event that you have additional guests, we will endeavour to offer them the same service we offer to your other guests Please note however that the price for your reservation may increase accordingly.

4. Can I cancel my reservation?

Yes you can, although any cancellation of the event would result in a considerable loss Tollgate Hotel & Leisure. That is why we have set up the following cancellation policy:

If you cancel - less than 5 working days before the scheduled meeting date,
Your cancellation charge will be - 100% of the amount of my reservation.

5. Can you cancel my reservation even if I have made no change to my reservation?

We are rarely forced to cancel reservations. In the unlikely event that this should happen, we will immediately refund to you any advance payment you have made. We will however only cancel your reservation if any of the following events occurs:

- a) We are closed due to fire, by order of a public authority or by any other cause outside our control;
- b) We are sold to a third party;
- c) the reputation of Tollgate Hotel & Leisure could be damaged by the reservation or the reservation could disturb our other guests;
- d) the person or entity making the reservation is declared bankrupt or has become insolvent.

Once you have been refunded for the cancelled reservation, we will have no further liability regarding your reservation.

6. Can I make use of Tollgate Hotel & Leisure's equipment?

Of course you can. Simply contact a member of the team who will be pleased to provide you with most of the equipment you need for a successful meeting or event. You can also bring your own equipment provided that it is not dangerous, hazardous or illegal and that you accept full liability for such equipment and that it is promptly removed when requested by our staff. It is, however, not permitted to bring your own food or beverages, unless you have asked us for our consent. In the event that you wish to set up an exhibition, we will ask you to provide us with your plans and materials so that we can ensure that we have sufficient space. Exhibitions may be charged at a higher rate than the advertised rate for standard business meetings.

7. Who is liable in case something goes wrong?

You the customer will be responsible for any breakages. Consequently, we shall only be liable to you and to the persons attending your meeting for injury to persons or loss or damage to property where and to such extent that the cause of the injury, loss or damage is due to our gross negligence. Similarly, we shall hold you liable for any loss or damage to our property and for injury to persons including our staff and guests arising out of the negligence or misconduct of you or the attendants of your conference or event.

8. Can I include Tollgate's logo in my invitations or advertisements?

As our name and logos are important commercial assets and a symbol of our hospitality business, we would like to review all publications bearing our name or logos prior to any distribution.

Thank you for taking the time to read our terms and conditions. We have tried to keep them as simple and straightforward as possible. You now can confirm your reservation by signing this page below, and returning it to us with your booking form. Please note that we hold the right to release your reservation if we have not received this agreement, duly signed where indicated, by such date. Should you however have any further questions, then please do not hesitate to contact us and we will be glad to assist you.

I HAVE READ THE ABOVE TERMS AND CONDITIONS, I UNDERSTAND THEM AND I AGREE TO BE BOUND BY THEM			
COMPANY NAME			
SIGNATORY NAME			
SIGNATURE			DATE