

HARDWICK HALL HOTEL TERMS AND CONDITIONS

- A £10.00 per person, non refundable deposit is required within 21 days of making your booking (apart from X factor functions) or where indicated otherwise, X Factor bookings must be paid in full upon booking
- If numbers in the party are reduced, those deposits cannot be used for any balance of payment. If no deposit is received within this period your booking and the date(s) will automatically be released. Payment may be made by cash, credit card or cheque. Strictly ONE cheque per party. Made payable to Hardwick Hall Hotel
- Deposits, part payments and full payments are non refundable. All cancellations must be made in writing. For all Christmas bookings, full payment is required by 7th November of the respective year.
- We would always advise that the numbers booked for are the numbers expected to attend. It is not always possible to increase numbers. We do not operate an overbooking policy.
- Please note that the John Burdon Suite is a split level function room. Due to the various sizes and numbers of parties and the seating arrangements necessary all parties will be joined together on long tables and larger parties, depending on size, may be split between 2/3 tables, however, we do keep large parties in the same area. Events held in the Marquee will be on round tables.
- Organisers, you are requested to restrict your party to responsible persons over the age of 18 years. Under 18's are not allowed to attend any evening events. You as organiser are responsible for the behaviour of ALL your guests throughout the evening. If any member of your party should be disruptive or in anyway threaten the enjoyment of other visitors, the whole party will be asked to leave the premises.
- A smart dress code applies.
- Whilst we have no intention of doing so Hardwick Hall Hotel reserves the right to make alterations without prior notice to entertainment for reasons beyond our control. Hardwick Hall Hotel reserves the right to change the function room depending on the numbers booked.
- Hardwick Hall Hotel reserves the right to withdraw a date from sale due to lack of uptake/number booked. In this instance we will endeavour to offer an alternative date at the same price, subject to availability, or refund payments made.
- Taxis/Cloakroom, we strongly recommend to pre book taxis home. A cloakroom is available to leave coats throughout the function. Any coats/jackets taken into functions are the sole responsibility of the owner.
- Please Take Due Note: Your booking is for the whole hospitality event, regardless of weather conditions the event will go ahead, unless instructed otherwise. Should there be a cancellation of your selected act, by the agent, or any outside source, we will endeavour to supply another act or reschedule the original booking. Food hospitality will go ahead, unless advised otherwise prior to the event date by Hardwick Hall Hotel. Should Hardwick Hall Hotel need to cancel an event for any reason, clients will be offered an alternative event, or a credit for the contracted amount. Hardwick Hall Hotel do not offer a refund policy, apart from in exceptional circumstances where the decision will be to the discretion of the Management.