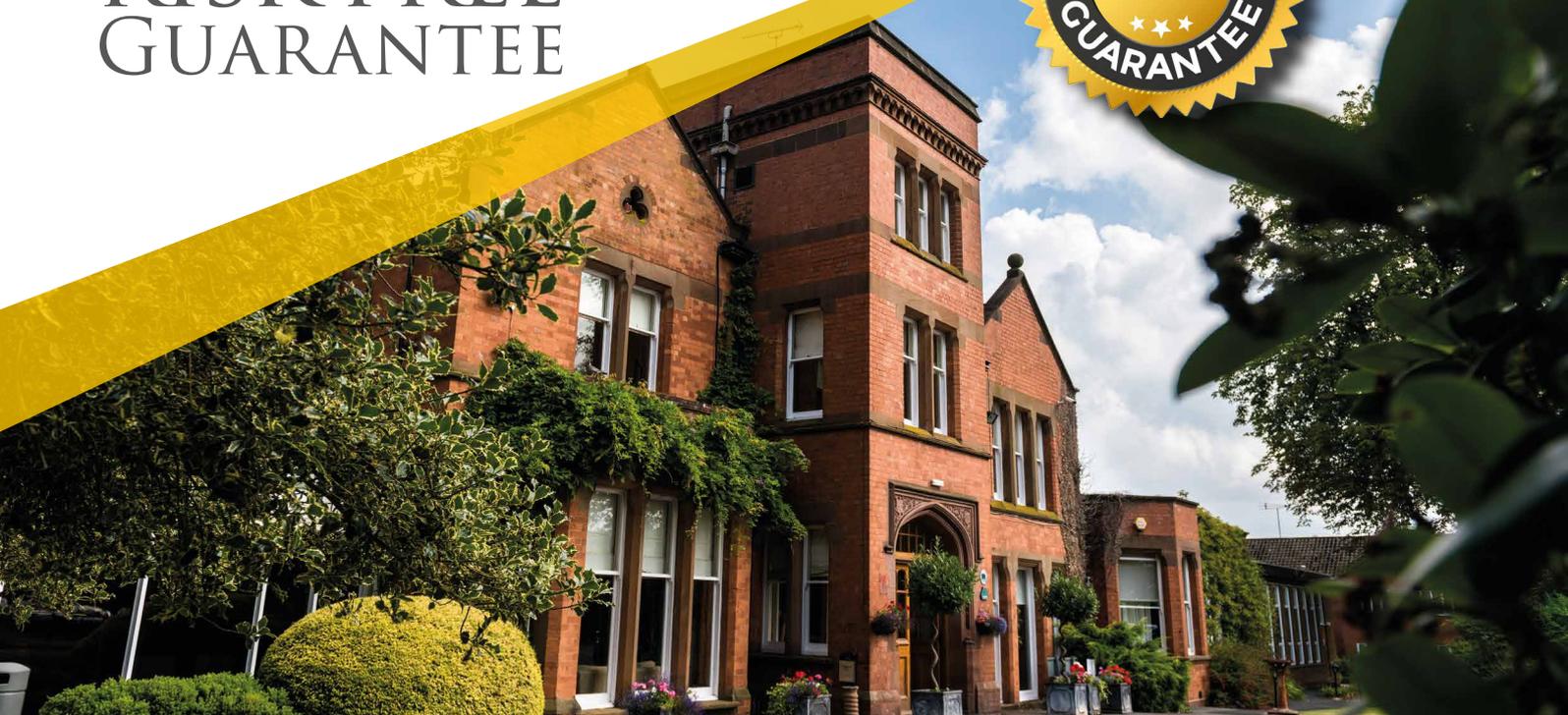


THE SUNDIAL RISK FREE GUARANTEE



At Sundial, we are so confident in our services, that we offer a money back guarantee should you happen to be dissatisfied with your event.

If you find that we've failed to live up to what we've promised, here's what will happen:

- If there is anything you are unhappy with either on arrival or during the event, it is important to let us know immediately.
- We'll then dedicate an expert team, with the right training and skills to do everything possible to put it right and solve the problem.
- We guarantee to be on the case to help resolve the problem immediately and efficiently.
- We will restore your confidence and ensure your event is all you hoped for.
- In the unlikely event we can't solve the problem to your satisfaction, we'll give you all your money back.

Our guarantee ensures our customers' peace of mind and an uncompromising attention to detail.

TERMS & CONDITIONS

- The money back guarantee is open to all customers for meetings and conferences taking place at any Sundial Venue.
- If any part of your event does not meet your satisfaction you are required to notify us immediately. If we fail to rectify the situation to your satisfaction, we will deduct all delegate charges from your event including day delegate packages and 24 hour rates on final invoice.

- You will receive an immediate acknowledgment on notification of a problem and we'll confirm a response procedure with an agreed timescale.
- A specialist Events Planner will handle all the details of your event, and you will be able to contact them directly at any time.
- The Events Planner will conduct a debrief with you before you leave, if you wish. Within three days, you will receive a follow-up call to discuss your event and a guarantee to respond to any points raised within 48 hours.
- Claims must be made within 7 days of the end of your event to which your claim relates.
- To make a claim you must contact us at 01604 731731
- Your event will be detailed clearly with you prior to it taking place. You will be supplied with a booking overview which will allow you to verify that we have understood and applied your requests.
- Our guarantee does not apply to circumstances that are beyond our reasonable control, such as extreme weather conditions, fire, flood, lightening, earthquake, explosion, terrorism, war, civil disorder, epidemics, embargoes, labour disputes and power cuts.
- In the case of individual delegates who are unhappy with their bedroom, if we are unable to upgrade or resolve the issue, the refund will only apply to that bedroom.

To find out more call one of our experts on
01604 731731



Sundial Venues
Country House Venues