



Terms & Conditions of Booking

In the event of cancellation or reduction in numbers or duration of your confirmed booking, we will make every effort to resell the facilities. Where facilities are not resold, cancellation charges will be made as follows: -

DATE OF CANCELLATION	CANCELLATION CHARGE PAYABLE
Up to 12 weeks before commencement of the conference	25% of the booking value
Between 12 - 4 weeks before commencement of the conference	50% of the booking value
Between 4 - 2 weeks before commencement of the conference	75% of the booking value
Between 2 weeks and 72 hours prior to the day of commencement	90% of the booking value
72 hours prior to commencement or non-arrivals	100% of the booking value

Should you wish to consider insuring your conference please contact us for further details. For a small premium, you can cover the cost of cancellation under certain circumstances and other liabilities. Please bear in mind that insurance cover will be between the insurance company and yourselves.

1. THE BOOKING AGREEMENT

The booking agreement shall form a binding agreement between Sundial Group and the client

- The duration of the conference shall be the time between arrival and departure. Each 24 hour period of duration shall be charged at the agreed rate. Periods of less than 24 hours are charged according to the published tariff unless otherwise agreed
- Any increase in requirements is subject to availability and will be charged pro-rata
- Any reduction in requirements is subject to cancellation charges as detailed in the agreement

2. ASSURANCE OF QUALITY

Sundial Group promises to do all that is reasonably within its power to ensure the client's satisfaction with the facilities and services. Any dispute that cannot be resolved by mutual agreement shall be resolved through arbitration under the rules of the Chartered Institute of Arbitrators

3. INFORMATION, INVITATIONS AND ADVERTISING

The client shall provide all such information that is available in relation to the conference as may be necessary to enable the Sundial Group to make a fully informed assessment of its obligations. The client may not use Sundial Group's name or trademarks without prior written permission. We reserve the right to refuse attendance at a conference by the general public except by prior written consent. The client shall furnish a complete list of names of participants prior to the conference upon request.

4. PAYMENT

Pre-payment may be necessary to secure your booking. Credit facilities are available subject to approval and payment will be due within 14 days of dispatch of invoice. Thereafter, Sundial Group reserves the right to charge interest on any outstanding balance at the rate of 3% above the Barclays Bank PLC base rate. A credit check may be performed and credit references may be requested. If there are queries on any part of an invoice, the client will pay the undisputed amount by the due date and the remainder on resolution of the query.

5. CLIENT'S USE OF THE CONFERENCE CENTRE

The client shall be responsible for the orderly conduct of all participants attending their conference and shall ensure that they;

- have due regard to any regulations imposed by any competent authority, and do nothing which constitutes a breach of the law
- do not carry out any electrical or other works at the property without Sundial Group's written consent.

The client must make good any damage to any property at the venue (including that of participants) by any of the participants, and are responsible for all injury to any person at Sundial group, occasioned wholly or partly by the carelessness of any of the participants.

6. FORCE MAJEURE

Sundial Group will incur no liability for any failure to fulfil any obligation under this contract if prevented from so doing by any cause beyond its reasonable control.

Sundial Group Ltd is registered in the UK no: 3432674 and its registered office is Highgate House, Creaton, Northampton, NN6 8NN

These terms and conditions apply to conference, meeting and event bookings at each Sundial Group Venue

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Further information may be obtained by calling +44 (0)1604 731731, emailing info@sundialgroup.com or visiting www.sundialgroup.com