

# Terms & Conditions

## bookings

1. In order to secure the Training Room(s) and/or Residential Accommodation required, all bookings **must** be confirmed in writing either by post or fax. If possible, please complete the CIMC Booking Form, as this will assist us when setting up your room(s). The number of bedrooms must also be specified in writing.

## charges & payment

2. Charges for day and 24 hour delegate rates are published in our rate card and appear in our brochure.
3. Prices are correct at the time of publication. Variations may occur without prior notification.
4. Credit accounts are payable on receipt of invoice within 14 days, after the date of the invoice. All invoices are quoted and payable in pounds sterling.
5. Credit accounts will become overdue if not paid within 14 days, whereupon further credit applications may be refused.
6. Credit accounts not paid within the 14 days will also be subject to a 3% interest charge against the outstanding balance, charged weekly.
7. Guest's individual accounts, which are not chargeable to the main account are payable on departure from Willingham House.

## additional charges

8. The only additional charges that are incurred, if required, are as follows: photocopying, fax and telephone services and wine and bar services. All the above are itemised on your invoice or assigned to individuals attending the event.

## amendments

9. Amendments to guest numbers and/or arrangements must be confirmed to us in writing.
10. Reductions in the duration or contracted value of the booking shall be subject to CIMC's cancellation policy.

## cancellation charges

11. The final cancellation charge will be advised to you after the intended date of the event.

Up to six weeks prior to the hire date –

**20% of hire charge**

Between four to six weeks prior to the hire date –

**50% of hire charge**

Four weeks or less prior to the hire date –

**100% of hire charge**

Seven days or less prior to the hire date –

**100% of hire charge and any additional hire costs**

**All cancellations must be confirmed in writing.**

## displays and equipment

12. If displays, merchandise, or exhibitions are to be used, Willingham House's prior approval must be obtained. All activities must comply with all statutory and health and safety regulations. Willingham house accepts no responsibility for the security, loss, destruction or damage to any items regardless of cause.

## general

13. The bedroom accommodation is available from 2.00pm on the day of arrival, and must be vacated by 9.30am on the day of departure, unless we have agreed specific alternative arrangements.
14. The Client is responsible for ensuring that any band, musician or other contractor employed by them complies with statutory repairing any damage caused to the Willingham House's property, contents or grounds by any of your guests to the Willingham House.
15. Willingham House must comply with certain licensing and statutory regulations and requires the client to fulfil their obligations in this respect. All bars for non-residents must close at 11.00pm unless otherwise specified and licensed. All bars for residential guests must close at 12.00 midnight.
16. No alcohol or food brought into Willingham House may be consumed on the premises.
17. Willingham House accepts no responsibility to the Client in respect of any such claims made against the Client by any member of their guests/group in respect of loss or damage to their property.
18. Should any delegates/guests be unable to correct an aspect of poor behaviour or activities that are deemed offensive or unacceptable to Willingham House, Willingham House reserves the right to terminate their stay. Should this occur, no monies would be refunded to you. The manager's decision is final.

### Bookings & Enquiries

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