

# Terms & Conditions

## *Non-Residential Events*

**All event dates are subject to availability.**

A £20 per guest non-refundable and non-transferrable deposit is required for non-residential festive events and used towards the total cost of your booking.

Full payment is required 5 weeks before the event.

Bookings are provisional and space is held until full payment is received. Once full payment has been received, the booking is confirmed and non-refundable.

Menu choices and dietary requirements must be provided with final payment. Additional charges may occur if specialist suppliers are required to meet dietary requirements.

Should you have any concerns regarding food allergens, please ask a member of staff who will provide you with detailed ingredients for each dish. While we take all reasonable steps to accommodate dietary requirements, we cannot guarantee a completely allergen-free environment.

All prices include VAT at the prevailing rate.

Guests under 18 years old may be restricted at some events, please check at time of booking.

In the event that the hotel cancels an event, all monies paid will be refunded in full, or an alternative date or package offered where possible.

The Party Night promotional rate is only available to guests attending a party night at the hotel and is subject to availability. This rate requires a £50 deposit and is non-refundable.

The hotel shall not be liable for failure to perform its obligations due to events beyond its reasonable control. This includes, but is not exclusive to, changing advertised artists.

The hotel reserves the right to amalgamate Christmas events to ensure appropriate numbers or move an event to a smaller/larger room should numbers dictate.

The hotel management reserves the right to refuse entry to the hotel and to charge the company, organiser or individual for any damages caused by unreasonable behaviour.

Bookings over 10 guests may be subject to a separate contract with different terms and conditions.

Private company bookings may be subject to a separate contract with different terms and conditions.

All rates quoted are subject to availability and correct at time of publishing.

The hotel does not allow alcohol, aerosols or novelties to be brought onto the premises.

We reserve the right to confiscate alcohol, aerosols or novelties.

The hotel shall not be liable for loss or damage to personal belongings unless caused by negligence.

Personal data will be processed in accordance with our Privacy Policy available on our website.



# Terms & Conditions

## *Residential Events*

### Prices

All packages are subject to availability & include VAT. The prices are per guest & based on two adults sharing a classic bedroom. A single occupancy supplement may apply.



### Guaranteeing your booking

To guarantee your Christmas or New Year package you'll need to pay a £75 per guest non-refundable, non-transferable deposit. The balance is payable by one month in advance of arrival date. Bookings which are made from 1 December 2026 onwards require full payment. You can book by contacting Central Reservations on 0330 107 1599.



### Children

We welcome children to all of our hotels. Restrictions may be in place for a handful of our New Year's Eve packages which may be for over 18s only. Please check on the individual hotel page in this brochure. A family bedroom may incur an additional supplement. Contact us on 0330 107 1599 to request this information. Splash times apply for children using the swimming pools – please enquire when booking.



### Your bedroom

You can check in from 3pm on the day of arrival & you will need to vacate your room by 11am the day you depart, unless otherwise stated in an individual hotel package. You can arrange a late checkout when you're at the hotel, for a small fee and subject to availability, just contact reception. The majority of our hotels have accessible bedrooms; please ask for more details when booking. We will do our best to accommodate special requests.



### Room supplements

Supplements apply for single room occupancy. This varies depending upon hotel. Why not treat yourself to a bedroom upgrade? Please ask at the time of booking for room availability.



### Need to cancel?

If an unexpected event or unforeseen circumstances causes you to cancel your Christmas or New Year's Eve package before 1 December 2026, no additional cancellation fees will be charged although all deposits are non-refundable. Any bookings cancelled after this date will be charged for the total value of the package.



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### Cont.

#### Extra information?

When you arrive at the hotel you'll be asked to provide a credit card to guarantee payment of any extras you have during your stay – such as drinks at the bar or beauty treatments in the spa. Most hotels have a health club which is free for you to use throughout your stay. Please note that any spa treatments taken or rounds of golf played will be charged additionally. Some spas may have limited opening times over Christmas & New Year so please check with the hotel directly. Car parking is free of charge at many hotels, however please note that there is limited parking at DoubleTree by Hilton Stratford-upon-Avon and there may be an additional charge.



#### Brochure accuracy

We've tried our best to make sure that all details of packages & all prices are correct. We do apologise if any of these have changed since sending this brochure to print. If we've made a mistake we will tell you when you enquire or book with us.

All information is correct at time of publishing on 10 April 2026 and is subject to change.

Please check our website for the latest cancellation policy when making your booking.



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