

# Welcome to The Raven Hotel

The recently refurbished Raven Hotel has a wealth of charm and character, enhanced by beamed ceilings and open fires. Inside it is still the perfect picture of an old English inn, plus offering modern-day facilities coupled with attentive service. It has welcomed royal guests in the past including Edward VIII and Mrs Simpson, as well as author Enid Blyton, who wrote her first book during her time as headmistress at a local school.

There are two fully-equipped self-contained conference rooms and the hotel is the perfect setting for meetings, conferences and events. We will provide the facilities and attentive service needed to ensure that your meeting or conference runs as planned from start to finish.

We have experience in arranging and delivering every type of event – whether it's an interview, meeting, training course, gala dinner or product launch, you can fully focus on what matters most: your delegates.

Our dedicated team believes in personal, efficient and friendly service. Whatever your needs, our Meetings Co-ordinator will ensure your conference runs smoothly.

We can accommodate up to 100 delegates in our meeting rooms, which are flexible in layout.

## Useful information

### Nearest

Major town or city:	Hook
Railway station:	Hook, 0.25 miles
Airport:	Heathrow, 25 miles
Motorway junction:	M3 Junction 5, 1 mile

**Rating** 3-star AA hotel

**Facilities** 41 en-suite bedrooms  
2 meeting and reception rooms for up to 100 delegates  
Restaurant, bar and lounge  
Complimentary wireless internet access  
On-site car parking for 60 cars

**Directions** Exit the M3 at J5; take the B3349 into Hook; at the roundabout, take the first exit; the hotel is on your right, just past the railway station

## The Raven Hotel

Station Road, Hook, Hampshire RG27 9HS

Tel: 01256 762541 Fax: 01256 768677

Email: [9190@greeneking.co.uk](mailto:9190@greeneking.co.uk) [www.ravenhotel-hook.co.uk](http://www.ravenhotel-hook.co.uk)

## Facilities and packages

**Meeting rooms** – each of our rooms is self-contained and flexible, ensuring your event with us is a success.

Room	Floor	Daylight	Air Con	Theatre	Boardroom	U-shape	Classroom
Raven Suite	Ground	Y	Y	100	40	40	40
Surrey Suite	Ground	Y	Y	40	15	15	15

**Day delegate and 24-hour delegate packages** – we offer an inclusive package for delegates combining hire of the room, refreshments and our friendly service at exceptional value.

**Day delegate rates from £19.00 per person (minimum 8 delegates) include:**

- room hire from 8.30am to 5.30pm
- tea, coffee and biscuits on arrival
- mid-morning tea, coffee and biscuits
- a buffet lunch
- afternoon tea, coffee and biscuits
- wireless internet access in your meeting room
- a screen and flipchart
- a stationery box
- an LCD projector
- car parking (subject to availability)

**24-hour delegate rates from £99.00 per person (minimum 8 delegates) include all of the above, plus:**

- overnight accommodation in a standard room
- a two-course dinner in the restaurant
- a full English breakfast

## Room hire

Our meeting rooms are available for meetings and events on a room hire basis. Refreshments and catering will be charged separately. Room hire starts from as little as £65 per day, inclusive of Old English Inns stationery, a screen, a flipchart, pens and complimentary wifi.

## Additional extras

Additional extras are available upon request. Just let us know what else you'd like, whether it's an extra serving of tea and coffee or bacon rolls on arrival, and we'll arrange this for you. All additional extras are charged as ordered.

## Equipment hire

We work in partnership with technical experts to help you achieve the very best for your event. Prices are available on request.

## Team building and themed events

We recognise that at times, something extra is needed to make a meeting or event a success. We can arrange line dancers or a cork gun shooting range for your Wild West Hoedown or a coconut shy and limbo dancers if you fancy a Hawaiian Night – just ask!

If you're looking to theme your event, whether it's James Bond, Las Vegas Showtime, Wild West or Charlie and the Chocolate Factory, our event partners will add some wow factor. Prices for themed dinners, team building and other events are available on request.

# Conference buffet lunch

Included in our standard Day Delegate and 24-hour Delegate Packages is our **Bronze** set package below. If you're on a Room Hire Only rate, the individual buffet dish prices below will apply. All dishes are sold per item per person, so completely customised for your delegates. Minimum spend £6.95 per person.

Or upgrade to our Silver or Gold package.

## Bronze

Standard selection of sandwiches and three items from **section one** of the buffet menu

£6.95 per person

## Silver

Standard selection of sandwiches; three items from **section one**; and one item from **section two** of the buffet menu

£8.95 per person

## Gold

Standard selection of sandwiches; one item from **section two**; and two items from **section three** of the buffet menu

£10.95 per person

## Sandwiches served with tortilla chips & dips

### Standard £3.95 per person

'Tickler' Cheddar & caramelised red onion chutney √

Hand-carved honey-roasted ham & tomato

Tuna mayonnaise & cucumber †

Farm-assured chicken & salad

### Premium £4.95 per person

Loch Fyne® smoked Scottish salmon & watercress †

Farm-assured chicken, bacon & salad

King prawns, rocket & mayonnaise †

Wensleydale cheese, grape & mixed leaves √

## Buffet Menu

All our dishes are served with a selection of dips

### Section one £1.00 per person

Garlic breaded mushrooms √

Sausage rolls

Garlic ciabatta wedges √

Quiche Lorraine

Battered whole onion rings √

Melton Mowbray pork pie & chunky piccalilli

Spicy potato wedges with tomato chutney √

Red onion coleslaw √

### Section two £2.00 per person

Spicy snack selection: onion bhaji, samosa, pakora & spring roll √

Salmon & broccoli quiche †

Goat's cheese, red onion & rocket pizza slices √

Tempura battered prawns †

Mini sausage & chutney turnovers in puff pastry

Southern-fried chicken goujons with mustard mayonnaise

### Section three £2.50 per person

Chicken & bacon pizza slices

Mini trio of fishcakes †

Hand-made duck & hoisin spring rolls

Mini shortcrust pies – beef & cracked black pepper, chicken & mushroom in white wine sauce

Mini quiche selection

Lemon & thyme-roasted chicken drumsticks

### Salads £1.50 per person

Dressed house salad √

Greek salad √

Wensleydale cheese, grape, Tiptree honey & mint salad √

Loch Fyne® smoked Scottish salmon & king prawn salad †

Chicken & bacon salad

### Hot plates £3.00 per person

Punjabi chicken tikka curry with lemon & parsley Basmati & wild rice

Baked beef lasagne with toasted garlic ciabatta

Beef chilli with rice

8 bean chilli with rice √

### Accompaniments £1.00 per person

Garlic ciabatta

Basmati & wild rice

Poppadoms

Chips

Wedges

Buttered new potatoes

### Jacket Potatoes £3.00 per person

Served with dressed salad garnish & butter cogs. Choose from:

Cottage cheese & pineapple chutney √

King prawns in cocktail sauce †

'Tickler' Devon Cheddar & baked beans √

'Tickler' Devon Cheddar & bacon

Tuna with chive mayonnaise †

### Desserts Sold as priced per person

Victoria sponge cake £2.50

Carrot cake £2.50

Buttered scones, clotted cream & jam £2.95

Chocolate & walnut brownie £1.95

Fresh fruit selection of apple, banana & orange £1.95

Cheese board £2.95

### Breakfast Sold as priced per person

Tea and coffee £1.95

Bacon roll £3.50

Bacon roll and beverage £3.90

Bacon roll, pastry and beverage £4.95

Muffins £2.49

## Planning your meeting

We'll take your initial requirements immediately, either through our Meeting and Events enquiry line or at the hotel, and come back to you with availability and pricing, so you can start to plan your meeting.

We can arrange for you to visit the hotel to discuss your requirements and complete the booking form. Or if you prefer, we can send you the form by email for you to complete and return to our email address.

**Once we've received your booking we'll confirm to you by email within 48 hours.**

If we're not able to meet your requirements, we can offer alternative locations: we'll check availability for you at our other hotels in the area.

To complete your booking, we'll require the following within 7 days of your quote:

1. Your day planner completed and signed
2. The terms and conditions of the contract signed
3. Your menu selector completed and totalled

**All forms in this guide are also on the hotel website.**

## Planning your meals

- Generally allow 30 minutes for breakfast, 45 to 60 minutes for lunch and 20 minutes per course for dinner. For refreshment breaks allow a minimum of 15 minutes
- Plan for two cups of tea or coffee per person for a morning break; and one cup of tea or coffee or soft drink in the afternoon break
- Consider a luncheon buffet for small group working session. Buffets offer variety and faster service
- The day planner is there as a guide and also to help you to budget for your event
- We can arrange evening meals in dining areas or in the bar – please ask our Meetings Co-ordinator

## Meeting room set-up

- Conference, Hollow Square or U-shape rooms are appropriate for interactive discussions and note-taking sessions for fewer than 20 people
- Board Room is suitable for small meetings or interviews
- Cabaret and Round are generally good for meals and sessions involving small group discussions. A five-foot table seats up to eight; a six-foot table seats up to 10
- Theatre-style is appropriate for large sessions and short lectures that don't require extensive note-taking
- Schoolroom or Classroom is the most desirable set-up for medium- to large-size lectures. Tables provide attendees with space for spreading out materials and taking notes
- Reception is where seating is arranged with chairs set up in various locations in the room with tall/short tables. Food can be served on small buffet tables or by servers
- Exhibits are booths or conference-style tables set up by suppliers/exhibitors to allow guests to move through the room to view information

**Meeting room set-up:** .....

Contact name ..... Date of meeting .....

Address .....

Company .....

Hotel contact name .....

Customer name and address:

Invoice name and address:

Telephone no: Telephone no: Telephone no: Telephone no:

Meeting type/event: Meeting instructions:

Actual no. of delegates: Access time/date: Start: Finish:

Contracted minimum no. of delegates: (for completion by the hotel)

Room(s) booked/room layout:

**Day timetable**

Time	Service/suite/no @ £	Cost
Equipment required:		
Menu details/special requirements/bar instructions:		
Final accommodation requirements:		
Additional information:		
Payment details:		<b>Approx. cost</b>

Your personal copy for planning: keep on file. This Day Planner is intended to help us to finalise details and we shall be using it when discussing your particular meeting or event. Your signature to this agreement incorporates the Terms & Conditions overleaf into the contact between us.

Signed ..... Signed by hotel: .....

Dated: ..... Dated: .....

The hotel is operated by Greene King Brewing and Retailing Limited of Westgate Brewery, Bury St Edmunds, Suffolk IP33 1QT, registered in England with registered number 3298903.

# Booking Terms & Conditions

## 1. Confirmation of booking

A signed copy of these Terms & Conditions, or written confirmation of the booking from the Customer, will be deemed by the Hotel as the Customer's acceptance of these Terms & Conditions.

## 2. Deposits and payment in advance

All bookings will be provisional and held for a maximum of 7 days until a non-refundable deposit of not less than 10% of the Event value based on provisional numbers is received by the Hotel and a receipt issued to the Customer. If no deposit is received the Hotel reserves the right to release this booking. 12 weeks prior to the Event a further 50% of the estimated final amount is to be settled; and 28 days prior to the Event the remaining outstanding balance is to be settled.

## 3. Cancellation by the Customer

In the event of cancellation/postponements by the Customer, this must be made in writing. Cancellation fees will be applied based on the minimum numbers and estimated total cost of the event outlined below:

- In excess of 12 weeks prior to the event date, the Hotel shall retain the non refundable deposit
- Between 12 weeks and 28 days 50% of the total amount, determined by the agreed minimum numbers, shall be retained by the Hotel
- Within 28 days 100% of the total amount, determined by the agreed minimum numbers, will be retained by the Hotel

## 4. Changes in the number of guests

Provisional minimum numbers will be required at the time of booking; the Hotel's minimum charges will be based on these figures.

4.1 No later than 28 days prior to the Event the Customer will provide to the Hotel an update on numbers and if necessary a rooming list.

4.2 No later than 14 days prior to the Event the Customer and the Hotel will agree final numbers. This figure will then form the calculation for the final charges. Should these figures reduce within the 14 days prior to the Event the Hotel reserves the right to charge 50% of the charge per head for non-attending delegates. If cancelled within 7 days prior to the Event the Hotel reserves the right to charge 100% of the charge per head for non-attending delegates.

In the event of reduction in numbers the Hotel reserves the right at any time to reallocate the booking to suitable alternative facilities or accommodation within the Hotel.

## 5. Payment

5.1 If payment is to be made by either a credit or charge card this request must be made at the time of booking. The card must be produced by the card signatory prior to or at the function.

5.2 Payment by cheque/cash must be made on receipt of the invoice.

5.3 In any event the outstanding balance of the account is payable by the Customer on completion of the Event prior to leaving the Hotel, unless alternative arrangements have been agreed with the Hotel. The Customer is responsible for the checking and settlement of all accounts.

5.4 If a deposit has been taken and no cancellation charge is due the deposit will be refunded in full.

5.5 If a charge is due then the deposit will be held until the function has passed and the charge can be assessed.

5.6 Credit references are required for all Customers requiring credit facilities but do not guarantee credit being granted.

## 6. Hotel bedrooms

Bedrooms are usually available for check-in from 2pm on the day of arrival unless alternative agreements have been made with the Hotel, for which a charge may be applied. Check-out: all rooms must be vacated by 11am on the day of departure unless alternative agreements have been made with the Hotel, for which a charge may be applied.

## 7. Cancellation by the Hotel

7.1 The Hotel may cancel the booking:

- if the Hotel or any part of it is closed due to fire, dispute with employees, alteration, decoration or by order of any public authority;
- if the Customer makes any voluntary arrangement with its creditors, becomes subject to an administration order, becomes bankrupt or goes into liquidation (other than for the purposes of a solvent amalgamation or reconstruction) or any encumbrancer takes possession, or a receiver is appointed over, any of the Customer's property or assets;
- if the Customer is more than 30 days in arrears with payment to the Hotel for previously supplied services;
- if in the opinion of the General Manager it might prejudice the reputation of the Hotel;
- if the Customer fails to adhere to any of these terms and conditions.

7.2 In the event of cancellation by the Hotel, the Hotel will refund any advance payment made, but will have no further liability to the Customer.

## 8. Liability and insurance

8.1 The Hotel will not be liable to Customers or any Guests for loss of or damage to property except where and to the extent that such loss or damage is caused directly and wholly by the negligence of the Hotel or its employees or agents. All clothing and goods which the Customer and Guests leave in the Hotel including the cloakrooms will be left at their own risk.

8.2 The Hotel is insured against public liability in the normal course. However, where the Hotel's General Manager judges that the degree of protection afforded by this policy is insufficient for the degree of risk the Hotel undertakes when accepting a booking, he may seek agreement in writing from the Customer to different terms limiting the Hotel's liability.

8.3 The Customer assumes responsibility for any and all damage caused by him or any of his Guests attending an Event whether in rooms reserved by the Customer or in any other part of the Hotel.

8.4 Should the Hotel agree to the Customer employing the services of any outside contractor, other than those arranged by the Hotel, the Customer shall indemnify the Hotel against any claims made against the Hotel resulting from an act or default by any such contractor, his staff or agents or caused by any equipment supplied by them or others. This indemnity is also to include cover under the Health & Safety at Work Act 1974. Any outside contractor employed by the Customer must report to the banqueting manager or Hotel engineer, and contractors must comply with appropriate legislation including the Fire Precautions Act. The Hotel reserves the right to refuse access, without prejudice to any contractor.

8.5 Nothing in these Terms & Conditions shall limit liability for death or personal injury caused by our negligence but the Customer agrees that consequential loss or damage is not a likely result of our failure to hold the Event.

## 9. Customer's obligations

9.1 The Customer shall:

- (a) ensure that persons attending the function do not commit any nuisance, disturbance or infringement which might jeopardise the liquor licence of the Hotel and comply with all reasonable requests of Hotel staff;
- (b) comply with all security, fire and other regulations relating to the Hotel premises and not commit any illegal acts;
- (c) not carry out any electrical or other works, use their own electrical equipment without Hotel permission, or fix anything to the floors, ceilings, walls or any other part of the premises without the prior consent of the Hotel;
- (d) not bring any inflammable, noxious or dangerous items onto the premises and remove any such items promptly when requested by Hotel staff;
- (e) not bring to, or consume on, the premises any food or beverages other than those supplied by the Hotel. Where, with the Hotel's consent, Customers consume their own beverages on the premises, a corkage charge shall be applied;
- (f) not carry any betting, gaming or auction activity on the Hotel premises;
- (g) not use the Hotel's name or logo on promotional or other literature or tickets except in such form as may be previously agreed in writing by the Hotel; not make any representation or create any inference which might indicate that the meeting is an official Hotel function;
- (h) if requested by the Hotel supply a list of Delegates to reception, which may be required for security purposes; and
- (i) not sell goods or services on the Hotel premises or sell or buy tickets at the door.

## 10. Governing law and third parties

This contract shall only be enforceable by you and us and shall be governed by English law and dealt with, if necessary, by the English courts.

## 11. Definitions

"We" and "us" is Greene King Brewing and Retailing Limited of Westgate Brewery, Bury St Edmunds, Suffolk IP33 1QT.

"You" or "the Customer" means the person who signs the day planner and enters into this contract.

"Hotel" is the hotel which is part of the Greene King group which will be holding the Event.

"Event" is the event or series of events that you book at the Hotel, including all room hire, food and drink charges, and accommodation charges associated with the event and referred to in the day planner.

"Guests" means all those persons who attend the Event.

"Contractual Minimum Number of Guests" means the number of Guests referred to and agreed by the Hotel and Customer.

"Actual Number of Customers" means the number of Guests referred to and agreed by the Hotel and Customer.

## I fully understand and accept these Terms & Conditions

Signed \_\_\_\_\_

Name \_\_\_\_\_

Signed on behalf of the Hotel \_\_\_\_\_

Today's date \_\_\_\_\_

Date of Event \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_