

Welcome to The Raven Hotel

Congratulations on your forthcoming wedding and our very best wishes to you for the future.

There's nothing better than having your family and friends together all in one place to celebrate your special day and you will find that at The Raven Hotel no detail is too small, no special request is too much trouble.

We are all here to make sure that everything goes smoothly from start to finish, whether you're looking to celebrate with a lavish party or a more intimate affair with just a few friends. We pride ourselves on our expertise, courtesy, quality of food and service, and it's our aim to make your wedding a day never to be forgotten. All you need to do is relax – and our exceptional hospitality will delight your guests!

The recently refurbished Raven Hotel offers a traditional welcome and great hospitality for travellers and locals alike. 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.



The Raven Hotel

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Function rooms

The charming Raven Suite on the ground floor is ideal for daytime or evening receptions, and can cater for up to 120 guests. The Suite is licensed for civil weddings.

The character beamed ceiling of the Surrey Suite, also on the ground floor, is ideal for daytime or evening receptions and can cater for up to 40 guests. The Suite is also licensed for civil weddings.

The hotel's main bar offers a flexible and sociable setting, with a unique character ideal for reception drinks.

Accommodation

For your guests requiring overnight accommodation, The Raven has 41 comfortable bedrooms, all en-suite with remote controlled television, hair dryer, tea and coffee making facilities and complimentary wifi.

Your guests should contact Reception and request a room, stating that they are attending your wedding. The receptionist will advise of room rates at the time of booking, which include a full English breakfast and VAT.

Wedding packages

Everything you need for your special day is included in our prices. Simply choose your ideal wedding breakfast menu and we'll arrange the rest. Prices for our wedding packages start from as little as £14.95 per person and include:

- hire of the function room for your reception
- a complimentary bridal suite for the bride and groom
- a silver cake stand and knife
- reduced overnight rates for guests
- classic white table linen and napkins
- use of hotel for photos
- car parking (subject to availability)

Those little extras

Additional extras are available upon request. Just let us know what else you would like, whether it be chair covers, a guest book or a master of ceremonies, we'll be delighted to put you in touch with one of our many local suppliers. All additional extras will be charged by the supplier as ordered.

Entertainment

We highly recommend our resident DJ for your evening entertainment at our special agreed rate of **£225**.

Evening receptions

If you are considering a more informal celebration for your wedding and are looking for a venue just for your evening reception, we'd be more than happy to discuss this with you and let you know what we can do. Please ask the Hotel Manager for more details on our evening reception packages.

Civil wedding ceremonies and civil partnerships

The Raven Hotel has been granted a licence to hold civil wedding ceremonies – and the hotel offers the ideal choice. After the ceremony, you and your guests can relax and unwind with a celebratory drink whilst having your photographs taken in our beautiful gardens.

Please note that depending on your guest numbers for your wedding breakfast, a room hire charge might be applicable.

A fee of **£350** is payable to the hotel for the hire of the ceremony room and maximum seating for a civil ceremony is **120 guests**.

*Due to the nature of the ceremony, guests are reminded that no food or drink can be taken into the room, and photographs or videos of the event should be arranged with the registrar prior to the day.

A Grand Wedding

No need to delay your big day, now you can have a wedding that you and your guests will always remember – and all for under a thousand pounds! Choose the perfect location for your dream day and we can offer 50 guests:

- a 175ml glass of Santa Carolina Chardonnay or Merlot during the meal
- a 125ml glass of Prosecco to toast the occasion
- an evening disco
- and a three-course sit-down meal at a romantically picturesque venue

All for only **£999!**

We can cater for additional guests at a supplement – just let us know at the time of booking and we will make the necessary arrangements.

Wedding Breakfast Menu

Please choose one starter, one main course and one dessert – unless you have any special dietary requests.

Starters

Seasonal soup of the day served with bread roll & butter v

Melon with blueberry compote v

Mains

Roast chicken breast with sage & onion stuffing

Chestnut, mushroom & cashew nut roast v

Both dishes served with roasted potatoes, British seasonal vegetables & gravy

Desserts

Kentish Bramley apple pie & double cream

Clotted-cream ice cream with chocolate sauce

Menu may be subject to change.

Offer subject to availability – please ask the manager for terms and conditions.

Wedding Breakfast

We are delighted to be able to offer you a selection of Wedding Breakfast menus, which have been designed to suit all tastes.

Wedding Breakfast Menu A £14.95 per person

Please choose one starter, one main course and one dessert – unless you have any special dietary requests.

Starters

Seasonal soup of the day ^v

Grilled field mushroom with Shropshire Blue cheese, red pepper & chilli sauce ^v

King prawn cocktail [†]

Sweet chilli chicken salad

All starter dishes are served with an assortment of bread rolls & butter

Mains

Chicken breast with a wild mushroom & tarragon sauce

British beef & Ruddles ale pie with gravy

Grilled salmon fillet served with a watercress sauce [†]

Baked spinach & ricotta cannelloni in sun-ripened tomato sauce with toasted garlic ciabatta ^v

All main courses are served with a selection of mash & new potatoes, British seasonal vegetables or dressed mixed salad

or

Traditional roast

Choose from topside of British beef; British outdoor-reared pork; or British turkey, all served with fresh seasonal vegetables, home-made Yorkshire pudding, crisp roasted potatoes, mashed potato & gravy

Desserts

Warmed Kentish Bramley apple pie with double cream

Profiteroles with chocolate sauce & double cream

Madagascan cheesecake with blueberry compote & double cream

Pot au chocolat

Menu may be subject to change.

Wedding Breakfast

Wedding Breakfast Menu B

£17.95 per person

Please choose one starter, one main course and one dessert – unless you have any special dietary requests.

Starters

Tomato & Jersey cream soup ^v

Chicken liver parfait with caramelised red onion chutney

Loch Fyne[®] smoked Scottish salmon with horseradish crème fraîche [†]

Shredded duck & hoisin salad with cucumber, red onion & tortilla strips

Grilled field mushroom with goat's cheese, baby spinach, pineapple & cracked black pepper chutney ^v

All starter dishes are served with an assortment of bread rolls & butter

Mains

Farm-assured 'smothered' chicken breast with grilled bacon, goat's cheese & a tomato Provençal sauce, topped with watercress

Braised beef with chestnut mushrooms, balsamic roasted onions, garlic & thyme in Chianti wine sauce

Grilled salmon fillet with a pea, broad bean & leek sauce [†]

Peppered mushroom suet pudding served with a Portobello mushroom & Colman's Diane sauce ^v

Lamb kofta kebabs, served with Mediterranean couscous, minted cucumber & yoghurt dressing

All main courses are served with a selection of spring onion mash & chive-buttered new potatoes, British seasonal vegetables or dressed mixed salad

or

Traditional roast

Choose from topside of British beef; British outdoor-reared pork; or British turkey, all served with fresh seasonal vegetables, home-made Yorkshire pudding, crisp roasted potatoes, mashed potato & gravy

Desserts

Strawberry tart with mint & crème fraîche

Toffee apple & cinnamon crème brûlée

Dark chocolate tart in chocolate pastry with crème fraîche & blueberry compote

Lemon & blueberry cobbler with crème fraîche

Irish truffle torte with chocolate sauce & double cream

Menu may be subject to change.

Wedding Breakfast

Wedding Breakfast Menu C

£23.95 per person

Please choose one starter, one main course and one dessert – unless you have any special dietary requests.

Starters

British pea & mint soup v

Duck liver & apricot pâté with caramelised red onion chutney

Smoked, poached & kiln-roasted salmon mousse, with watercress, tomato & herb dressing †

Lamb kofta kebabs, served with red pepper & chilli sauce, minted cucumber & yoghurt dressing

Shropshire Blue cheese & chive dip with celery sticks & toasted ciabatta v

All starter dishes are served with an assortment of bread rolls & butter

Mains

Beef paupiette stuffed with Parma ham & mozzarella with a tomato & wine Provençal sauce

Salmon en croûte with a watercress sauce †

Wild mushroom stuffed chicken breast with mushroom & tarragon sauce

Rosemary-roasted butternut squash, Shropshire Blue cheese & baby spinach risotto v

Pan-seared Barbary duck breast served with a sage & honey jus

All main courses are served with a selection of roasted diced new potatoes, potato rösti, rosemary-roasted root vegetables, braised red cabbage & wilted baby spinach or dressed mixed salad

or

Traditional roast

Choose from topside of British beef; British outdoor-reared pork; or British turkey, all served with fresh seasonal vegetables, home-made Yorkshire pudding, crisp roasted potatoes, mashed potato & gravy

Desserts

Dark chocolate truffle torte with double cream

Strawberry tart with mint & crème fraîche

Lemon posset cheesecake with blueberry compote

Apple & blackberry crème brûlée

Irish truffle torte with chocolate sauce & double cream

Cheese

Shropshire Blue, 'Tickler' extra-mature Devon Cheddar & crumbly Wensleydale, served with caramelised red onion chutney, grapes, celery, crackers & Scottish oatcakes

Canapés *Add canapés for an additional £2.00 per person. Choose any two from:*

Selection of smoked salmon canapés, micro herbs, tomato & herb dressing †

Caramelised red onion & goat's cheese crostini v

Selection of baked mini quiches

Mini sausage & chutney turnovers in puff pastry

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

Menu may be subject to change.

v Suitable for vegetarians † May contain fishbones or shell

Wedding Breakfast

Wedding Breakfast Menu D

£29.95 per person

Please choose one starter, one main course and one dessert – unless you have any special dietary requests.

Starters

Broccoli & Wensleydale soup with crumbled Wensleydale v

Ham hock terrine served with watercress & chunky piccalilli

Beetroot-cured salmon gravadlax with horseradish crème fraîche †

Red onion tarte tatin with goat's cheese & rosemary-roasted cherry tomatoes v

Crab, leek & Gruyère tart served with red chard, crispy leeks, red pepper & chilli dressing †

All starter dishes are served with an assortment of bread rolls & butter

Mains

Garlic & tarragon fillet steak, cooked medium, served with watercress

Chicken, bacon & leek 'Wellington' with a Portobello mushroom & Colman's Diane sauce

Stuffed sea bass with king prawns served on a tomato, black olive & spinach risotto †

Rosemary & chilli Barbary duck breast, served pink with a sage & honey jus

Mediterranean vegetable 'Wellington' with watercress & tomato Provençal sauce v

All main courses are served with a selection of roasted diced new potatoes, potato rösti, roasted beetroot wedges, braised red cabbage & buttered green beans or dressed mixed salad

or

Traditional roast

Choose from topside of British beef; British outdoor-reared pork; or British turkey, all served with fresh seasonal vegetables, home-made Yorkshire pudding, crisp roasted potatoes, mashed potato & gravy

Desserts

Symphony of Belgian chocolate desserts

Champagne, strawberry & raspberry pavlova with double cream

Apple tarte tatin with crème fraîche

Sweet pear & chocolate tart with crème fraîche

Lemon posset cheesecake with blueberry compote

Cheese

Shropshire Blue, 'Tickler' extra-mature Devon Cheddar & crumbly Wensleydale, served with caramelised red onion chutney, grapes, celery, crackers & Scottish oatcakes

Canapés *Add canapés for an additional £2.00 per person. Choose any two from:*

Selection of smoked salmon canapés, micro herbs, tomato & herb dressing †

Caramelised red onion & goat's cheese crostini v

Selection of baked mini quiches

Mini sausage & chutney turnovers in puff pastry

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

Menu may be subject to change.

v Suitable for vegetarians † May contain fishbones or shell

Buffet Packages

To complement your day, we offer the following buffets for your evening reception. Each party should begin by ordering a sandwich option, then select dishes from the buffet menu. All dishes are sold per item per person, so completely customised for your guests. Minimum spend £6.95 per person.

Or you can choose from the following packages:

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 Buttered new potatoes
Poppadoms Basmati & wild rice
Wedges Chips

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

Wine

White

Crisp and Clean

Giotto Pinot Grigio, Italy* – Dry & refreshing, a firm favourite.

Kumi Sauvignon Blanc, Breede River, South Africa* – Crisp & refreshing with flavours of lime & gooseberry – *great with fish & salads.*

Chablis, Pascal Bouchard, France* – Edgy, citrus fruits with a touch of minerality.

Floral and Zesty

Kendermanns, Germany – Clean, delicate floral & apple notes, a medium sweet wine – *great with salads.*

Gavi, Italy – Zesty lime & citrus flavours with a touch of minerality – a stylish Italian white.

d'Arenberg Stump Jump Riesling Marsanne Sauvignon, Australia – Crisp & refreshing with passion fruit, lemon & lime flavours – *great with seafood.*

The Pass Sauvignon Blanc, Marlborough, New Zealand* – Layers of tropical & citrus fruits – great with fish.

Rich and Luscious

Santa Carolina Chardonnay, Chile* – Bright, fresh citrus & pineapple flavours, an elegant blend – *great with chicken dishes.*

Larchago Rioja Blanco, Spain* – Fresh-tasting with citrus tropical fruit flavours.

Jacob's Creek Semillon Chardonnay, Australia – Classic blend, rich citrus fruit characters.

Morandé Pinot Grigio, Chile – Lovely stone fruit flavours of apples & pears. An 'Imbibe Awards' gold winner.

Rosé

Three Pebble Bay Zinfandel Rosé, California, USA* – Medium-sweet, crisp, bright, strawberry charged & easy drinking.

Santa Carolina Rosé, Chile* – Off dry with crisp raspberry & strawberry notes – *great with curries.*

Giotto Pinot Grigio Blush, Italy* – Dry with strawberry & stone fruit notes.

Red

Soft and Smooth

Santa Carolina Merlot, Chile* – Red & black fruits with some black pepper & spice. Easy drinking.

Campo Viejo Rioja, Crianza, Spain – Black cherry & vanilla notes with a hint of spice.

Vibrant and Fruity

Tierra Roja 'Old Vines' Grenache, Spain* – From 25-year-old vines which give intense, concentrated black cherry & raspberry flavours.

La Folia Malbec, Mendoza, Argentina* – Dense red & black fruit notes with spice – *great with steaks.*

The Range, Pinot Noir, New Zealand* – Sweet red berry flavours with some spice & vanilla oak – *great with pork or chicken dishes.*

Robust and Intense

Jacob's Creek Shiraz Cabernet, Australia – Bright & bold blackcurrant fruit flavours.

14 Secolo Chianti, Tuscany, Italy* – Classic Chianti, with red fruit notes & a hint of oak & spice.

Ravenswood Zinfandel, USA – From Sonoma in the USA, this wine is full of blueberry & spice flavours.

d'Arenberg Stump Jump Grenache Shiraz Mourvèdre, Australia – Ripe juicy red fruit flavours with a hint of cinnamon – *try it with steak or burgers.*

Barolo DOCG – Mature berry fruit flavours, full-bodied with hints of violets – *great with pasta & risottos.*

Wine & Spirits

Champagne & Sparkling

Giotto Raboso Rosé Frizzante, Italy* – Fruity, sparkling wine with strawberry flavours, fresh and easy drinking.

Prosecco, Italy – Pleasant citrus & grape flavours, a great aperitif.

Duc Du Roucher Champagne, France* – Elegant fruits, floral & well balanced with beautifully integrated bubbles.

Joseph Perrier Champagne, France – Classy Champagne with citrus fruit flavours – *great on its own to celebrate or with most foods.*

Lanson Black Label Brut NV Champagne, France – Hints of spring flowers with a touch of toast & honey.

Malt Whiskies

Light and Floral

Glenfiddich 12-year-old

Glenkinchie 12-year-old

Glenmorangie 10-year-old

Fruity and Spicy

Bushmills 10-year-old

Dalwhinnie 15-year-old

Rich and Rounded

Macallan 10-year-old

The Singleton of Dufftown 12-year-old

Full-bodied and Smoky

Lagavulin 16-year-old

Laphroaig 10-year-old

Talisker 10-year-old

Why not finish your meal with a glass of port – try Cockburn's Ruby? Or a brandy – try Courvoisier VS Cognac or for the mellowest and warmest finish there's Rémy Martin VSOP.

Spirits

Long Drinks

Gordon's Gin & Schweppes Tonic

Or for an even smoother G&T try Bombay Sapphire & Schweppes Tonic

Smirnoff Vodka & Coca-Cola

Or for one of the purest vodkas try Absolut & Coca-Cola

Bacardi & Coca-Cola

Jack Daniel's & Coca-Cola

Bourbon

Jack Daniel's

Jim Beam

Knob Creek

Liqueur Coffees

Baileys coffee
with Baileys & a layer of cream

Highland coffee
with Bell's whisky & a layer of cream

Calypso coffee
with Tia Maria & a layer of cream

The guide to your perfect wedding

Helpful hints and tips on planning your special day

Your wedding day is a very special day for everyone because of all the wonderful and memorable things that happen. Planning your wedding is an exciting time for both to share: choosing the ring, gazing at the beautiful dresses, preparing your new home... these all need time. Eight or nine months before your day gives you plenty of time to enjoy all the preparations of getting married.

First steps

The first thing you will be planning for your wedding is the budget. Talk between yourselves and your respective parents about the kind of service you would like: you may wish to be married in a church or prefer a register office. You will find that your parents will be of enormous help to you in discussing the budget – they will have first-hand knowledge of the best way to allocate money. On your very special day, you will want the finest of everything, so plan the style of reception and honeymoon carefully.

When you have decided, visit your vicar or registrar and make arrangements for your marriage ceremony. They will be of great help to you both and explain everything you will need to know about walking up the aisle and saying 'I do'. If you wish, a rehearsal can be arranged to set your minds at ease and assure you that it will be perfect on your wedding day. Take this opportunity to apply for a marriage licence if necessary.

Book your reception

When you have the date, arrange and book your reception. We will be more than happy to offer you any professional advice on catering matters, styles of seating arrangement and anything else you may be unsure of.

You have probably discussed between yourselves whom to invite, so make a checklist. It is easy to forget somebody when you have so many people who will want to be there on your special day. Think of all your relatives and friends on both sides and write them down for your respective mothers to compile a guest list.

Bridesmaids and the best man

It's now time to think of bridesmaids or attendants and the bridegroom's 'best man'. When your decision is made, you can start shopping with them. This is especially exciting for the bride and bridesmaids, going from shop to shop, almost spellbound by the beautiful gowns, dresses and fabrics available. The bridegroom and best man can discuss their choice of attire too. Top hat and tails can be hired inexpensively for the day, or they can choose to wear tailored suits.

Wedding etiquette

There are no rules as to what you can and cannot do for your wedding. Some people like to follow strict wedding etiquette while others are much happier to have a less formal occasion. Our aim is to provide you with the fabulous day that you deserve. However, we have included the following guide if you wish to follow traditional wedding courtesies and formalities.

The receiving line

At the reception the receiving line is made up of the following:

Bride's mother Bride's father Groom's mother Groom's father The bride The groom Best man

Bridesmaids and guests of honour can be added to the line after the best man if you wish. The line-up ensures both families have a chance to meet and speak to all guests but conversation should be kept to a polite minimum!

The top table

Chief bridesmaid Groom's father Bride's mother The groom The bride Bride's father Groom's mother Best man

The speeches

After the coffee and cake are served, the best man will request silence for the speeches.

Bride's father:

Talks briefly of his daughter, usually an anecdote of her childhood. Expresses his pleasure in his new son-in-law and toasts the health and happiness of the bride and groom.

The groom:

Thanks the bride's parents for the reception and thanks them for their daughter. Thanks the guests for attending and for their presents. He then thanks the bridesmaids and proposes a toast to all of them.

The best man:

Replies on behalf of the bridesmaids. Talks briefly of the bride and groom and may go on to read messages or cards of relatives and friends who could not attend.

Special duties

The bride

The bride selects the type of service.
She decides on her dress and the bridesmaid's attire.

The bridegroom

The bridegroom selects the best man and ushers (if any).
He buys the ring and pays the church fees.
Buys presents for the bridesmaids, best man and ushers as a gesture of gratitude for their help.
Buys flowers for his bride, bride's mother, his mother, bridesmaids and buttonholes for himself and the best man.
He arranges and pays for transport for himself and the best man and for the bride and himself after the wedding.

Best man

The best man is the bridegroom's right-hand man.
He keeps the rings and ensures the bridegroom gets to the church on time.
He pays the church fees on behalf of the bridegroom.
He checks and ensures transport for all the guests to the reception and that any travel arrangements for the honeymoon are in order.
At the reception it is the best man's honour to read any congratulatory messages.

Chief bridesmaid

She helps the bride dress, holds the bouquet during the ceremony and organises other bridesmaids.

Bride's father

The father gives the bride away. He receives guests at the reception.
He pays for the wedding dress, bridesmaids' dresses, cars (except bridegroom's), photographs, church and reception flowers, invitations and press announcements (if any).

Bride's mother

The bride's mother is traditionally in charge of all proceedings. She decides on the guest list, together with the bridegroom's mother, and the venue for the reception. She handles any catering arrangements and ensures the wedding cake is ready. After the wedding ceremony, the bride's mother and father, together with the bride and bridegroom and his parents, greet the guests at the reception.

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 wedding 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 guests. 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 guests.

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 _____