



Please be advised that all business with Dunsvalley Associates Ltd. trading as Ivy Hill Hotel and Bartellas is carried out on the basis of our Terms & Conditions, which are listed below;

ALLERGENS AND INTOLERANCES

Some of our menu items and beverages contain allergens. Before ordering, please speak to our staff if you or any member of your party have a food allergy or intolerance.

BEDROOMS

Bedroom check out time is 11.00am. To allow staff time to service the rooms the earliest check in time is 3.00pm.

Please see *Hotel Tariff* for further details.

CHILDREN'S MENUS

Please choose from the Children's Private Dining Menu or see the Children's pricing in our Function. These are available for those aged between 2 and 10 years.

CANCELLATION

cancellation over 6 calendar months prior to the function	Full refund of deposit unless specified otherwise
cancellation 1-6 calendar months prior to the function	loss of deposit ~ £10 per person
cancellation less than 1 calendar month prior to the function	Total Function Charge

We impose cancellation charges in all circumstances, charges will be based on provisional numbers booked. Should the date be resold at full, published tariffs a full refund will be given.

cancellations are only accepted once confirmed in writing by the signatory(s) on the booking details.

CONFIRMATIONS

All bookings will be considered definite when confirmed in writing together with a deposit of £10 per person based on provisional / minimum numbers (whichever is greater), along with these Terms & Conditions duly signed. We accept reservations up to 12 months in advance.

FORCE MAJEURE

In recent years the world faced a pandemic with the government closing our doors which meant many events and bedrooms could not go ahead as planned. Regardless of what our cancellation terms were and the overriding force majeure conditions, we put these aside and successfully worked with our customers to move their bedrooms, functions and weddings to a future date. Should a similar situation ever arise, this policy will continue to ensure, where feasible, that no booking is lost and, with this in mind, we have therefore adopted the policy that no refunds will be given.

GRATUITIES

A 12.5% Discretionary Service Charge will be added to your total food and drinks bill, please ask if you would like to see our policy on how this is distributed.

INFORMAL EVENTS

Christenings, Funeral Wakes and other private functions can be catered for; however, a minimum spend excluding Finger Desserts & Coffee of £22.50 will apply. Please see our *Memorable Occasions* leaflet for further details. For these events a Room Hire Charge is also applicable – see below.

PAYMENT AND NUMBERS

A Pro Forma invoice will be sent out, after a firm indication of numbers, fifteen days prior to the function. This is due for payment ten working days before the function takes place and is based on the numbers provided at that time. We then require the final numbers five days prior. **This final figure will be the amount charged should numbers reduce or guests not arrive.** It is a requirement to cater for 100% of guests in attendance. The balance of all bills must be settled at the time of departure.

POSTPONEMENT

Any postponement is entirely at the discretion of the Directors and the cancellation charges above would still apply. This cancellation charge MAY be allowed against a similar event providing that it takes place within 12 calendar months of the original date.

PRIVATE DINING ROOMS & MENUS

It is possible to pre-book Ivy 2 for numbers between 13 and 32 adult guests and select from the Private Dining menus. Other private rooms may also be available, in all cases the menu choices must be pre-ordered in advance. Should a client express a wish to book Ivy 1 when Ivy 2 is free, the management reserve the right to re-allocate the party to a different room at a later point to suit the needs of the business.

PREMIUM DATES

During December, and on other key dates during the year, we reserve the right to amend availability, price and number requirements.

ROOM HIRE

Please see our Private Dining Menus for details of applicable Room Hire Charges.

Some Lunchtime and Afternoon functions that vacate the premises before 5pm or Evening events that arrive after 7pm pay a reduced Room Hire charge per room booked, subject to the minimum adult numbers as detailed in our *Function Room minimums & Capacities* table and the appropriate menu choice.

Where clients choose to book an extra room when one room has the capacity to accommodate their numbers the 2nd room will be charged at the 'add-on' price listed in that document.

TABLE PLANS & PLACE CARDS

Once you have confirmed numbers, we can discuss the most suitable table layout with you. It is the responsibility of the function organiser to prepare, and place on the tables, the place cards where a menu choice has been made.

BOOKING DETAILS

**Please complete and sign this document and return to the Ivy Hill Hotel
A countersigned copy will be returned to you.**

Name(s): Function Date:

Address: Time of Arrival:

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No. of Guests:

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Postcode: Venue:

Tel: (Daytime) Tel: (Evening)

E-mail 1: E-mail 2:

DECLARATION: I / We agree to the Terms and Conditions above

Client 1:

Client 2: *(If applicable)*

Signed:

Signed:

Print Name:

Print Name:

Date:

Date:

Company
/ Organisation:
(If applicable)

Company
/ Organisation:
(If applicable)

TO BE COMPLETED BY VENUE MANAGEMENT

Counter
Signature:

Date:

Name:

Position:

V10PD

Ivy Hill Hotel

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