

# Terms & Conditions

## **1. What happens if I cancel?**

*If you cancel your confirmed booking your deposit is strictly non-refundable.*

*If you cancel your confirmed booking within 24 weeks of your conference/event, the following cancellation charges apply:*

*Cancellation charge:*

- Between 24 and 12 weeks before the Event 10% of total booking value*
- Between 12 and 6 weeks before the Event 20% of total booking value*
- Between 6 and 4 weeks before the Event 30% of total booking value*
- Between 4 and 2 weeks before the Event 70% of total booking value*
- Less than 2 weeks before the Event 100% of total booking value*

*All cancellations must be forwarded to the hotel in writing.*

## **2. Can I change my Guest and Delegate Numbers?**

*Of course you can. However, if the numbers go down significantly, the cancellation charges will be applied. Approximate numbers must be given at least 2 weeks prior to your event and numbers given 48 hours prior will be the number of delegates/guests charged for.*

## **3. Payment**

*Payment must be made 7 days prior to your event unless you have arranged otherwise with the Hotel. Credit is not available for Weddings/Events. Please note that there is a 3% charge for credit card payments*

## **4. Could Lazaat cancel my booking?**

*In the unlikely event that Lazaat have to cancel your booking, you'll receive all your advance payments, although Lazaat will not have any other liability.*

*However, Lazaat can only cancel if:*

- Any part of the Hotel is closed or unavailable due to events beyond our control.*
- The booking, the persons associated with the booking and / or the purpose of the meeting might damage the reputation of the Hotel or the company.*

## **5. Miscellaneous**

- a) The only food and drink consumed at Lazaat will be supplied by the Hotel. No guests may bring their own food and beverages.*
- b) Lazaat reserves the right to charge for any damage caused by you and your guests during the conference/event.*
- c) Lazaat accepts no responsibility for loss or damage to any property brought onto the property by you or your guests.*
- d) If Lazaat is unable to honour any booking for reasons beyond its control, it shall be entitled to cancel the booking without liability.*

## **6. Insurance**

*You may well consider it worthwhile arranging insurance. This can be done for a small premium and can cover the cost of cancellation and other liabilities.*

*Please bear in mind that your insurance contract will be made directly between the insurance company involved and yourselves.*