

BOOKING CONDITIONS

A non-refundable deposit of £10.00 per person is required when booking an all-inclusive Drink & Dinner, Shared Festive Party and Christmas Gala. The remaining balance must be paid at least 4 weeks before the event; final numbers must be given at this stage. You can add to your booking, but this will depend on the hotel's availability. Please note that additional tickets cannot be guaranteed until the deposit or payment has been received. The Hotel cannot take responsibility for chasing late payments and whilst every effort will be made to contact organisers it may be assumed that the booking has been cancelled. Deposits are not refundable or transferable. The Hotel reserves the right to change the programme or menu at any time without prior notice. All information is correct at the time of going to print.

The hotel cannot take responsibility for chasing late payments, and while every effort will be made to contact organisers it may be assumed that the booking has been cancelled. It is important to note that the responsibility for arranging payments in a timely manner is the responsibility of the organiser.

CANCELLATIONS

For cancellations made 4 weeks or more before the event a full refund will be given less the £10.00 per person deposit paid. No refund will be given for cancellations within 4 weeks of the event.

You can add to your booking at any time (subject to availability), but if you need to reduce numbers, cancellation will fall within the terms highlighted in the booking conditions and your deposit cannot be transferred to cover food, drinks, accommodation or any other services offered at the Hotel.

SEATING

Every effort will be made to accommodate specific seating requests, but guarantees are not possible. The hotel offers Round Tables up to 10 people or Long Tables up to 15 people. Minimum table seating of 2 people can be offered.

ENTERTAINMENT AND BAR TIMINGS

Timings Arrival, seating and buffet times are fixed, so please ensure you arrive in good time so as not to inconvenience other guests. Also please see specific itineraries for appropriate timings.

Monday to Saturday Bar and Music to 1:00am.

The Hotel reserves the right to alter these times at their discretion.

FORCE MAJEURE

Christmas and New Year packages must be prepaid in advance and are non-refundable at the time of booking unless HM Government advice is given where the event or hotel cannot accommodate the booking.

If an unexpected event (act of God, global pandemic or HM Government restrictions) causes the Hotel to be unable to offer all services booked, you will receive a full refund. A partial refund may be offered if the hotel can only offer limited services due to HM Government guidelines. You will also be offered a date change where possible if required. If you need to cancel the event, for personal or other reasons standard cancellation terms will apply as per your Christmas contract. All deposits are non-refundable.

PERSONAL PROPERTY

The Hotel shall not be liable for the loss of or any damage to the property of the customer or any guest suffered or incurred whilst on the Hotels premises, save insofar as the same may have been caused by the default of the Hotel, its servant or agents. In particular, it is to be noted that the cloakroom areas provided for the customers and guests are not under the constant supervision of the Hotel and that any property deposited therein is left there at the sole risk of the owners.

SECURITY AND FILMING

Mandolay reserves the right to film events for marketing purposes, with full regard to due diligence. Mandolay staff and management are experienced in all matters of event management and control. Additional security can be provided, at an agreed cost.

SMOKING AND VAPING

It is against the law to smoke in a public building.

DAMAGE

The customer shall be liable for any damage caused to the Hotel, or any furnishings, utensils or equipment therein by the negligent or willful act or fault of the customer or any guest or employee of his and shall pay to the Hotel on demand the amount required to make good or remedy such damage, including compensation for loss of business whilst such damage is being repaired.

PRIVACY POLICY

The Mandolay Hotel takes the confidentiality and protection of your data very seriously, for a full version of our Privacy Policy please visit our website [mandolay.com](https://www.mandolay.com)

HOTEL TERMS AND CONDITIONS

General Terms and Conditions can be found on our website. Please visit [mandolay.com](https://www.mandolay.com)



MANDOLAY

One Unique Hotel
Infinite Possibilities