



Accommodation - Terms and Conditions

For groups requiring a minimum of 5 bedrooms and a maximum 15 bedrooms

These Terms and Conditions will apply to and govern your Booking. 'Booking' means the provisional Booking made by you and confirmed by you and accepted by us. 'We' or 'us' or 'hotel' means The Petersham; 'you' means the person booking the Booking.

1. BOOKINGS

- 1.1 To confirm your Booking, a signed contract will be required.
- 1.2 All Bookings need to be guaranteed by a Credit or Debit card.
- 1.3 Not less than 6 weeks prior to the date of your Booking/s you must notify us in writing of any changes in the details including final numbers.

2. PAYMENT

- 2.1 We require 100% payment of the estimated value of your accommodation Booking, in full, 6 weeks prior to the date of arrival.
- 2.2 Any additional costs incurred must be paid for on departure

3. CANCELLATION OR AMENDMENTS OF THE BOOKING BY YOU

- 3.1 Cancellations or amendments must be received in writing.
- 3.2 For full or partial cancellation less than 6 weeks prior to the date of arrival, 100% of the cancelled element of your Booking will be due.
- 3.3 We will use our reasonable endeavours to re-let any bedrooms allocated to your Booking, should we be successful, we will reduce the cancellation charge accordingly.

4. CANCELLATION OF THE BOOKING BY US

- 4.1 It may be necessary, due to circumstances beyond our reasonable control, to change or cancel your Booking and in which case we will notify you of such an occurrence and use our reasonable endeavours to offer alternative arrangements of a substantially similar standard. You may then accept the alternative arrangements or cancel your Booking without charge and we will refund all monies in full paid to The Petersham Hotel Limited.
- 4.2 We also reserve the right to cancel your Booking if:
 - (i) you become insolvent or bankrupt or otherwise unable to pay your debts as they fall due; or
 - (ii) you are late settling any payment due to us; or (iii) in our reasonable opinion your proposed activities or the event might prejudice the reputation of The Petersham.

5. YOUR RESPONSIBILITIES

- 5.1 You will provide a full list of names who require accommodation not less than 6 weeks before the arrival date.
- 5.2 You will be responsible for the conduct of your guests/invitees/staff and use your best endeavours to ensure that your attendees/guests/invitees/staff comply with our reasonable instructions in the event of an emergency.
- 5.3 You will use your best endeavours to ensure that your attendees/guests/invitees/staff do not affix anything to walls, floors or ceilings without our prior consent. You will also ensure that your attendees/guests/invitees/staff do not display any posters, directional signs or other material without our prior consent.
- 5.4 You will be responsible for any damage caused to the hotel, its public areas, bedrooms, bathrooms and contents. You shall be liable to make good any damage caused and be liable for any loss, costs or expenses incurred by us as a result of any damage.
- 5.5 Bedrooms - damaged mattresses, beds and bed linen will be charged at Gross cost price plus 20%

5.6 You will use your best endeavours to ensure that your attendees/guests/invitees/staff do not bring any food or beverages onto the premises and only food and beverage supplied by us shall be consumed on the premises.

6. SMOKING

6.1 Smoking is not permitted in any part of the hotel or bedrooms, should this occur, a minimum charge of £500.00 plus VAT will be levied to cover costs of de-fumigation. You shall also be liable for any loss of business incurred as a result of smoking.

7. LIMITATION OF LIABILITY

7.1 We, The Petersham Hotel Limited, its directors and or its/their associated companies and personnel accept no responsibility whatsoever in respect of theft, damage, accident, death, or loss of any kind, howsoever caused to you, your attendees/staff, their guests/ 'invitees' and your/ their property, possessions and accept no liability arising in respect our provision of the venue or any liability whatsoever in respect of any third-party supplier independently arranged by yourselves or arranged and/or recommended by us.

7.2 We reserve the right to refuse admission to the hotel for any reason whatsoever.

8. DATA PROTECTION

8.1 Unless authorised by you, we will not use any information you provide for marketing purposes such as sending you latest offers etc.

9. GENERAL

9.1 If any part of these terms and conditions is found to be invalid or unenforceable, then the remainder of these terms and conditions will not be affected but will remain valid and enforceable.

9.2 These terms and conditions shall be governed and construed in accordance with English law.

The Petersham Hotel

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