THE PETERSHAM RICHMOND

The Petersham - Company Meetings and Events - Terms and Conditions

For meetings, private dining and corporate events *Issued October 2026*

These Terms and Conditions apply to and govern your Booking. 'Booking' means the meeting or event booking described in our written Booking Confirmation. 'Event' means the meeting, conference, private dining or other event described in that Booking Confirmation. 'we', 'us', 'our' or 'the Hotel' means The Petersham Hotel Limited. 'you' means the company, firm, partnership, charity or other organisation making the Booking.

1 BOOKING AND AUTHORITY

1.1 A provisional booking is held only for the period stated by us. The Booking is confirmed only when we issue a written Booking Confirmation and receive the Booking Payment in cleared funds, unless we have expressly agreed an approved credit facility in writing.

1.2 The person accepting the Booking confirms that they have authority to bind the Client. The Booking Confirmation will state the Client's legal name, agreed services, estimated price, minimum spend where applicable, payment dates, compulsory charges and any agreed special terms.

1.3 You must tell us promptly about any change to the Event purpose, attendance, timings, format, menu, security or supplier arrangements. A change is not agreed until confirmed by us in writing.

2 PRICE AND PAYMENT

2.1 The 'Estimated Booking Value' is the total shown in the Booking Confirmation for venue hire, food and beverage, agreed services, minimum spend and any compulsory service charge, together with VAT at the applicable rate. We will not add a compulsory charge that has not been made clear to you, except for a change you request, a statutory tax change or a charge arising under these Terms.

2.2 Unless the Booking Confirmation states another payment schedule agreed in writing, the following payments are due in cleared funds:

Payment	Amount	Due
Booking Payment	To secure the booking a minimum non-refundable payment of £1,200 **inc VAT** OR £600 **inc VAT** (for those bookings under the estimated total value of £1000) is required	
Balance	All additional costs, over and above the Booking Payment (above) to be settled on departure unless alternative credit terms have previously been agreed in writing	On departure following the Event, unless alternative credit terms have previously been agreed in writing.

2.3 The Booking Payment is part-payment of the Booking Value, not a separate administration charge. It will be credited against the balance due.

2.4 A credit facility is available only where we have confirmed it in writing. Where a written credit facility applies, payment is due by the date on our invoice. We may claim statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998 where applicable.

2.5 Should a Booking be cancelled the following terms below will be applied.

3 FINAL DETAILS

3.1 You must provide final guest numbers, menu choices, dietary and accessibility requirements, timings, security requirements and supplier details at least 21 days before the Event, unless the Booking Confirmation gives another deadline.

3.2 The final guest number is a guarantee. A later reduction will not reduce the Booking Value and is treated as a cancellation under clause 4. An increase is subject to capacity, staffing and our written confirmation.

3.3 Any discretionary service charge is optional.

4 CANCELLATION OR CHANGE BY YOU

4.1 Any cancellation, reduction or other amendment must be received by us in writing. A reduction in guest numbers, bedrooms, minimum spending, food and beverage, venue hire or other confirmed services is treated as a cancellation of that element.

4.2 The following charges apply to the cancelled Booking Value. They are maximum charges, not automatic penalties. The Booking Payment is credited against any cancellation charge.

Notice received by the Hotel	Cancellation charge
Less than 4 weeks prior to the date of the Event	100% of the Final Booking Value

4.3 We will take reasonable steps to reduce our loss, including seeking to re-let the relevant bedrooms, venue space or services. We will reduce the cancellation charge by costs we reasonably save and by net revenue we reasonably obtain from a replacement booking for the same date and facilities. We are not required to accept a replacement booking that would be materially unsuitable or less valuable.

4.4 Any separately agreed third-party cost or bespoke expenditure that we have already committed with your approval remains payable to the extent it cannot reasonably be cancelled, recovered or re-used. We will explain the charge on request.

4.5 If the amount you have paid exceeds the final cancellation charge, we will refund the balance within 14 days of establishing the final amount. If it is less, you must pay the shortfall within seven days of our written request.

4.6 We may, at our discretion, offer a postponement or transfer to another date. Any transfer is subject to availability, current rates, supplier costs and our written confirmation. Until a transfer is confirmed, the cancellation terms above continue to apply.

5 CANCELLATION OR CHANGE BY THE HOTEL

5.1 If circumstances outside our reasonable control prevent us from supplying all or a material part of the Booking, we will tell you as soon as reasonably practicable. We will use reasonable endeavors to offer suitable alternative arrangements. If we cannot do so, or if you reasonably decline them, we will refund sums paid for services we cannot provide.

5.2 We may cancel or suspend the Booking if you do not pay a sum when due, commit a material breach of these Terms, become insolvent, provide information that is materially inaccurate, or propose an activity that would be unsafe, unlawful or likely to cause serious reputational harm to the Hotel. Except where immediate action is necessary for safety, security or legal reasons, we will give written notice and a reasonable opportunity to remedy the breach.

5.3 If we cancel because of your breach, the cancellation charges in these Terms may apply, together with any additional direct loss that we reasonably incur and cannot mitigate. This does not affect any right either party may have at law.

6 USES OF THE HOTEL AND GUEST CONDUCT

6.1 You are responsible for the conduct of your guests, invitees, employees and suppliers. They must follow our reasonable instructions, the Hotel's fire, health and safety and security procedures, and all applicable law and licensing conditions.

6.2 We may refuse admission to, or require the removal of, any person on reasonable grounds relating to safety, security, intoxication, unlawful conduct, harassment, abusive behavior, damage to property or a material breach of these Terms. We will exercise this right reasonably and in accordance with applicable law.

6.3 No item may be fixed to floors, walls, ceilings, furniture or fixtures without our prior written consent. Signs, styling, decorations, staging and equipment must be approved in advance where they affect the Hotel or its operations.

6.4 You are liable for the reasonable cost of making good loss or damage caused by you, your guests, invitees, employees or suppliers, excluding fair wear and tear. We will notify you as soon as reasonably practicable and provide reasonable supporting information on request.

6.5 Smoking and vaping are not permitted inside the Hotel. If we incur cleaning, repair or loss-of-use costs because of a breach of this rule, you must pay our reasonable documented costs.

6.6 The Event must finish at the time shown in the Booking Confirmation. Any extension needs our prior written approval and may be subject to additional charges, staffing availability and the Hotel's premises license.

6.7 Where bedrooms are included in the Booking, the Group Accommodation Terms and Conditions also apply to that part of the Booking. In the event of an inconsistency, the Booking Confirmation and the terms that specifically concern the relevant service will prevail.

7 FOOD BEVERAGE AND SUPPLIERS

7.1 Only food and beverage supplied by the Hotel may be consumed on the premises unless we have given prior written consent. Any approved external item may be subject to service, handling, corkage, food-safety or disposal charges stated in the Booking Confirmation.

7.2 You must give us confirmed menu selections, final guest numbers and dietary or accessibility requirements by the deadline in the Booking Confirmation. We will provide allergen information in accordance with applicable food law. Because food is prepared in shared environments, we cannot guarantee an allergen-free environment; please discuss any serious allergy or medical requirement with us in advance.

7.3 The sale and supply of alcohol, music, entertainment and late-night activities are subject to the Hotel's premises license, our house rules and staff directions. We may ask for proof of age and may refuse alcohol service where required by law or responsible service practice.

7.4 Any external supplier, entertainer or contractor needs our prior written approval where they attend or work at the Hotel. We may require a risk assessment, method statement, electrical safety evidence and public liability insurance of at least GBP 5 million. They must comply with our loading, access, timing and safety requirements.

7.5 If we recommend or introduce a third-party supplier, the contract is between you and that supplier unless the Booking Confirmation expressly says that we are providing the service as principal. We are not responsible for a third party's act or omission unless it is caused by our own negligence or breach of contract.

8 LIABILITIES

8.1 Nothing in these Terms excludes or limits liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

8.2 We do not accept responsibility for loss of or damage to personal property unless caused by our negligence or breach of contract. You should arrange suitable insurance for valuables, event cancellation and any property brought to the Hotel.

8.3 Subject to clause 8.1, our total liability to a business customer for direct loss arising out of or in connection with the Booking is limited to the total charges paid or payable for that Booking. We are not liable for indirect or consequential loss, loss of profit, revenue, business, goodwill or anticipated savings.

9 DATA PROTECTION

9.1 We will process personal data in accordance with our Privacy Notice and applicable data protection law. We use booking information to administer the Booking, deliver services, meet legal obligations, protect safety and security, and communicate about the Booking.

9.2 Where you provide information about guests, including dietary, accessibility or rooming-list information, you confirm that you have authority to provide it and that the individuals have been given the relevant privacy information. We will use such information only as necessary for the Booking and as permitted by law.

9.3 We will only send marketing communications where permitted by law and in accordance with your stated preferences. You may change those preferences at any time.

10 GENERALS

10.1 The Booking Confirmation, any agreed event schedule or proposal, and these Terms form the whole agreement for the Booking. A change is valid only if agreed by us in writing.

10.2 If any provision is invalid or unenforceable, the remaining provisions remain in force. A delay or failure by either party to exercise a right is not a waiver of that right.

10.3 A person who is not a party to the Booking has no right to enforce these Terms under the Contracts Rights of Third Parties Act 1999.

10.4 These Terms and the Booking are governed by English law. The courts of England and Wales have exclusive jurisdiction.

ACCEPTANCE

By signing below, you confirm that you have authority to bind the Client and that the Client accepts these Terms.

CLIENT	FOR THE PETERSHAM HOTEL LIMITED
Signature: _____	Signature: _____
Name: _____	Name: _____
Date: _____	Position: ----------
	Date: _____