THE PETERSHAM RICHMOND

The Petersham - Group Accommodation - Terms and Conditions

For groups requiring five to fifteen bedrooms *Issued October 2026*

These Terms and Conditions apply to and govern your Booking. 'Booking' means the group accommodation booking described in our written Booking Confirmation. 'we', 'us', 'our' or 'the Hotel' means The Petersham Hotel Limited. 'you' means the person, company, firm or organisation making the Booking. These Terms apply to group bookings of five to fifteen bedrooms unless we agree otherwise in writing.

1 BOOKING AND ROOMING LIST

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 Booking Confirmation will state the arrival and departure dates, room types, rates, number of bedrooms, inclusions, payment dates and any agreed special terms. It is your responsibility to check that the Booking Confirmation is correct.

1.3 You must provide a complete rooming list, including any relevant accessibility requirement, at least 42 days before arrival unless the Booking Confirmation gives another deadline. We may release bedrooms that remain unassigned after that date, subject to the cancellation terms below.

1.4 Named guests may be substituted at no charge before arrival, subject to room type, availability, security requirements and reasonable notice. A reduction in the number of bedrooms or length of stay is treated as a cancellation of that element.

2 PRICE AND PAYMENT

2.1 The 'Estimated Booking Value' is the total shown in the Booking Confirmation for bedrooms and agreed inclusions, 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 group accommodation, 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	
Second Payment Estimated Booking Value	100% of the Estimated Booking Value is required plus VAT (less £1000 **plus VAT** Booking Payment)	No less than 6 weeks prior to the date of the Booking.
Balance	All additional costs, over and above the Booking Value (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 Unless the Booking Confirmation says otherwise, each guest must provide a payment card at check-in for personal incidentals. You remain responsible for any group charge, damage or other amount properly payable by you under these Terms that a guest does not settle.

2.5 If payment is not received by the due date, we will release the booking and we will treat the Booking as cancelled and apply the cancellation terms below.

3 CANCELLATION OR CHANGE BY YOU

3.1 Any cancellation, reduction or other amendment must be received by us in writing. A reduction in bedrooms, nights or another confirmed accommodation service is treated as a cancellation of that element.

3.2 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 6 weeks prior to the date of the Booking	100% of the Final Booking Value

3.3 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.

3.4 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.

3.5 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.

3.6 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.

4 CANCELLATION OR CHANGE BY THE HOTEL

4.1 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.

4.2 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.

4.3 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.

5 STAYS AT THE HOTEL

5.1 Arrival and departure times are those stated in the Booking Confirmation or otherwise notified by the Hotel. Early arrival and late departure are subject to availability and may be charged.

5.2 No refund is due for a no-show, early departure or unused bedroom after the cancellation date, except to the extent required by law or agreed by us in writing.

5.3 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.

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

5.5 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.

5.6 Bedrooms must not be used for parties, events or unregistered overnight guests without our prior written consent. Only food and beverage supplied by the Hotel may be consumed on the premises unless we have given prior written consent.

5.7 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 LIABILITIES

6.1 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.

6.2 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.

6.3 If you book as a consumer, we are responsible for loss or damage that is a foreseeable result of our breach of contract or negligence. If you book as a business, our total liability for direct loss is limited to the total charges paid or payable for the Booking, and we are not liable for indirect or consequential loss, loss of profit, revenue, business, goodwill or anticipated savings.

7 DATA PROTECTION

7.1 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.

7.2 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.

7.3 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.

8 GENERALS

8.1 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.

8.2 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.

8.3 Nothing in these Terms affects your statutory rights. Where you are a consumer and book accommodation, catering or leisure services for a specific date or period, the usual 14-day cancellation right may not apply. Our cancellation terms remain subject to applicable law.

8.4 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.

8.5 These Terms and the Booking are governed by English law. The courts of England and Wales have jurisdiction, subject to any mandatory consumer protection law that applies to you.

ACCEPTANCE

By signing below, you confirm that you have read and accept these Terms and that you have authority to enter into the Booking.

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