THE
PETERSHAM
RICHMOND

Weddings The Petersham - Terms and Conditions

For wedding ceremonies, receptions and celebrations *Issued October 2026*

These Terms and Conditions apply to and govern your Booking. 'Booking' means the wedding function booking described in our written Booking Confirmation. 'Wedding Function' means the ceremony, reception, wedding breakfast, party or other wedding-related function described in that Booking Confirmation. 'we', 'us', 'our' or 'the Hotel' means The Petersham Hotel Limited. 'you' means each person named as a Client in the Booking Confirmation.

1 BOOKING AND ACCEPTANCE

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.

1.2 Where two or more people are named as Clients, they are jointly and severally responsible for all obligations and payments under the Booking. You may nominate one lead contact, but we may rely on instructions from either Client unless you tell us otherwise in writing.

1.3 The Booking Confirmation will state the date, venue space, agreed services, estimated price, minimum spend where applicable, payment dates, compulsory charges and any agreed special terms. It is your responsibility to check that the Booking Confirmation is correct.

1.4 The Hotel is a wedding venue and does not arrange a legally valid ceremony, registrar or celebrant. You are responsible for the legal requirements of your ceremony and for contracting with any registrar or celebrant.

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	A minimum non-refundable payment of £1,200 **inc VAT** is required to secure the booking	
Second Payment Estimated Booking Value	100% of the Estimated Booking Value is required	No later than 6 weeks before the Wedding Event
Final balance	Any additional costs, over and above the Estimated Booking Value 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 Wedding Events are paid in advance. We do not offer credit facilities for private wedding events. Any incidental charge arising during or after the Wedding Event, including additional consumption, damage or a pre-agreed extension, is payable immediately on request.

2.5 If the second payment (Estimated Booking Value) is not received by the due date, the Booking will be released, and we will treat the Booking as cancelled and apply the cancellation terms below.

3 FINAL WEDDING DETAILS

3.1 You must provide final guest numbers, menu choices, dietary and accessibility requirements, timings, rooming-list details and supplier information at least 21 days before the Wedding 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.

3.4 A wedding itinerary, running order, table plan or other operational details is agreed only when confirmed by us in writing. We will make reasonable efforts to accommodate late requests but cannot guarantee them.

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 6 weeks before the Wedding 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 USE 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 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.

7.6 An external wedding cake must be approved in advance and supplied with the ingredients and allergen information we reasonably require. We are not responsible for the manufacture or ingredients of an external cake, but this does not limit our responsibility for our own handling of it where we are at fault.

8 WEDDING STYLING AND EFFECTS

8.1 All styling, floristry, furniture, staging, lighting, entertainment and production must be approved in advance where it affects the Hotel or its operations. We may require a site visit and written method statement.

8.2 Open flames, candles, sparklers, fireworks, pyrotechnics, smoke or haze effects, dry ice, confetti, helium balloons and drones are not permitted without our prior written consent and any required safety approval. We may prohibit any item that risks damage, fire, alarm activation, injury or disruption.

8.3 You are responsible for removing approved personal items, styling and supplier equipment at the agreed time. Items left behind are at your risk and may be removed or stored at your expense where necessary.

9 LIABILITY

9.1 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.

9.2 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.

9.3 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.

10 DATA PROTECTION

10.1 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.

10.2 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.

10.3 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.

11 GENERAL

11.1 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.

11.2 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.

11.3 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.

11.4 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.

11.5 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, each Client accepts joint and several responsibilities for the Booking and confirms that they have read and accept these Terms.

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