



## Terms and Conditions

Leeds Castle Foundation is a charity, all profit's go to the upkeep of the Castle and grounds and preserving them for future generations to enjoy.

### General Terms and Conditions

All online bookings will be regarded as provisional and not binding on either party until a member of the Leeds Castle Hospitality Team has confirmed the booking in writing. Automatic email replies are not classified confirmation of bookings

- All guests attending events must be over 18 years old
- Some of the events will require you to be seated on tables with guests other than those in your party.
- To protect the flooring in the Castle, stiletto heels are not permitted for events within the Castle.
- All monies paid are non-transferable.
- For all events, final balances must be paid a minimum of 60 days before the event.
- Cancellations made 60 days or more in advance will be charged 50% of the booking total. Cancellations made within 60 days will be charged at 100% of the booking total.
- Some of our dishes may contain gluten, dairy, nuts and other allergens. Should you have any specific dietary requirements or allergies please do let us know and we will look to accommodate and amend dishes where possible with suitable alternative ingredients. We do however require a minimum of 14 days' notice prior to event for any allergen information from guests.
- The Castle is a Grade 1 listed building, parts of which date back 900 years. In exceptional circumstances, urgent work may need to be carried out to maintain or preserve the building, which could affect the rooms/ area or bedrooms. Whilst every effort would be made to limit the impact of the works, Leeds Castle reserves the right to change the locations to avoid any essential or urgent works. There may be times when visible scaffolding is required or external works to buildings, that was not foreseen at the time of booking, however; this is not considered a material reason for cancellation without forfeiting payments.

- Leeds Castle is owned by a charitable trust, charged with preserving the Castle and its contents for the public to enjoy in perpetuity. We ask all clients and their guests to respect the heritage environment that makes the place so special. The main booking contact will be charged for the full cost of specialist cleaning, repair or replacement and loss of value arising from any damage to the Castle's furnishings or artefacts caused by improper behaviour or lack of adequate care, by the negligence, wilful act or default of any persons invited by the main booking contact on their behalf. Any behaviour by guests which could reasonably give rise to concerns by Castle management that the Castle, its artefacts or furnishings are at risk will result in the requirements for some, or all, guests to leave. No refund will be offered in these circumstances.
- The Castle is bound by licensing regulations and our staff will not serve alcohol to guests who are below the legal age or who are evidently intoxicated
- Leeds Castle reserves the right to cancel the event in unforeseen circumstances or should the minimum number of guests not be reached. Leeds Castle will offer an alternative date or a full refund.
- Customers are requested to raise any issues of non-delivery or dissatisfaction with service at once, to enable staff to respond to concerns at the time. If matters are not resolved by the duty manager, any complaints should be addressed to the Head of Hospitality within 48 hours, who will investigate and revert to you within 7 working days
- Guests may not bring any food or alcohol into the venue.
- Red wine may only be consumed when guests are seated at the dining tables.
- All drinks consumed in the bedrooms must be placed on a glass top table or kept on the tray provided
- Due to the age and nature of the buildings we are unable to offer disabled access or parking. The function rooms of the Castle, Maiden's Tower and Fairfax Hall are all on ground floor level and each venue has an accessible toilet. There are no lifts within the Castle, Maidens Tower and bedrooms have to be accessed by stairs. There is one accessible bedroom and ground floor rooms available in the Stable Courtyard, subject to availability, others have to be accessed by stairs.

### **Residential Guests**

- Bedrooms – Check in and out times will be confirmed with your joining information which will be sent approximately 2 weeks before arrival.
- Unfortunately we are unable offer late check outs, an additional nights charge will be made for if you have not vacated by check out times stated on the joining information and the welcome letters in the room
- During your stay you will have complimentary access to the Castle and Grounds, subject to availability
- Smoking is not permitted in any venues or bedrooms on the estate
- Any evidence of over occupancy in the bedrooms will result in a levy of £300.00 per head being charged.
- Due to the age and nature of the buildings there are no lifts within the Castle or Maidens Tower and all bedrooms have to be accessed by stairs. There is one accessible bedroom and ground floor bedrooms available in the Stable Courtyard, subject to availability, others have to be accessed by stairs