

# internal terms and conditions\*

\*Valid till July 2009

## Reservations

- Please telephone our reservations staff on 0121 414 6252 (24 hour voicemail facility) or fax on 0121 415 8406
- Internal University clients should provide the departmental charge code and purchase order number when making a reservation
- All reservations made by telephone require written confirmation by email, fax or post
- All bookings for large functions will be asked for a non-returnable deposit of £250.00
- You will be invoiced after the event
- Weddings must be paid for in full seven working days prior to the event

## Numbers

- Final numbers for all functions should be confirmed three full working days prior to the function. Any increase after that time may be catered for, however a different menu may be substituted

## Cancellations

- Written confirmation of a cancelled reservation or booking is required
- A full charge will be levied for any cancellation made within three full working days of the function
- **Astor Restaurant Bookings** – Cancellation on the day will be charged at £5.00 per person
- **Wedding cancellations** – Wedding cancellations will be subject to the cancellation schedule for Weddings, see separate terms and conditions

## Menu selection

- The menu chosen should be the same for each guest with the exception of vegetarian or special diets
- We will happily cater for any vegetarian or special diet, but these must be ordered at the time of booking
- Healthy options are available i.e. most dishes can be adapted to suit your needs. Please enquire at the time of booking
- Our Executive Chef will be only too happy to discuss any special menus with you

## Tariff

- Wine includes VAT
- Prices are correct at the time of going to press. However, some adjustment may be made in the event of seasonal or shortage variation. You will be advised at the time of booking

## Special requirements or requests

- If any visitor or guest has any special request or a physical condition requiring special arrangements you must advise us at the time of the booking (or as soon as you become aware, if later) and clearly note this on the booking contract
- We will endeavour to meet any reasonable request we but we cannot guarantee any request will be met. Confirmation that a special request has been noted or is included on the contract is not confirmation that your request will be met

If you agree please sign to accept

Signature

Date