

**INTRODUCTION**

In these supplementary terms of business ("Supplementary Terms") which in addition to the General Terms of Business of Quantum Hotel Group ("General Terms") apply to all reservations of six rooms or more, and the following words shall mean:-

"Associate Hotel(s)"	a hotel independently owned by a third party but marketed and or managed by the Company;
"Client"	the person, firm or company making a booking or staying at the Hotel
"Company"	Quantum Hotel Group
"Quantum Hotel Group"	trading name of business and hotels operated by the <u>Quantum Hotel Group</u>
"Hotel(s)"	hotel operated or managed by Quantum Hotel Group, or one of their subsidiaries; with which the Client makes a booking;

**1. BOOKINGS**

- 1.1 All bookings for six rooms or more, howsoever made, are subject to the General Terms of Business which are available on request. In the event of a conflict or ambiguity between the General Terms and the Supplementary Terms, the Supplementary Terms will prevail.
- 1.2 It is the responsibility of the Client to adhere to the General Terms and the Supplementary Terms, and the Client may not assign any benefit or burden of the General Terms or Supplementary Terms in whole or part to any third party without the prior written consent of Quantum Hotel Group.
- 1.3 If a Client makes several reservations at the same Hotel for similar dates, the Hotel reserves the right to treat these reservations as one reservation.
- 1.4 The Hotel reserves the right to relocate the booking to an alternative hotel of a similar standard in the vicinity, should the hotel not have the number and types of rooms available on the dates of the booking.

**2. GUESTS**

- 2.1 A full listing of guests in the party must be provided to the Hotel at least seven days prior to arrival.
- 2.2 The person making the booking accepts responsibility for the behaviour of members of their group and the hotel reserves the right to make charges to the credit card used to secure the booking in the event of any non-payment or loss, damage to or destruction to the property suffered by the Hotel caused by any behaviour by a member(s) of the group.

**3. DEPOSITS AND PREPAYMENTS**

- 3.1 The Hotel reserves the right to require payment of a deposit or full pre-payment by the Client at any time prior to arrival, the amount, in the case of a deposit, being determined by the Hotel. In all cases, if the Client fails to pay a deposit or prepayment within seven days of it being requested, the Hotel may treat the booking as cancelled.
- 3.2 In the event of cancellation by the Client, any deposit or prepayment received by the Hotel will be set-off against cancellation charges.
- 3.3 The Company does not accept payment by cheque.

**4. RELEASE AND CHANGES**

- 4.1 Bookings of 6-10 rooms may be released or changed without charge up to 7 days prior to arrival.
- 4.2 Bookings of 11-20 rooms may be released or changed without charge up to 14 days prior to arrival.
- 4.3 Bookings of 21 rooms or more may be released or changed without charge up to 28 days prior to arrival.

**5. CANCELLATIONS AND POSTPONEMENTS**

- 5.1 Cancellation or postponement of the booking will result in the changes below coming due. In each case the percentage charge is based on the advance notice of cancellation given and applies to the estimated total cost of the booking, which will in all cases be determined by the Hotel.
- 5.2 All bookings which are changed or cancelled within seven days of arrival will be subject to a charge equal to the full cost of the reservation.
- 5.3 Bookings of eleven or more rooms which are changed or cancelled between eight and fourteen days of arrival will be subject to a charge equal to 75% of the estimated costs of the reservation.
- 5.4 Bookings of twenty one or more rooms which are changed or cancelled between fifteen and twenty eight days of arrival will be subject to a charge equal to 50% of the estimated costs of the reservation.
- 5.5 The Hotel will attempt to re-let the allocated bedrooms and a reduction of the cancellation or amendment charge may be made if the Hotel is successful.
- 5.6 In addition to the cancellation or amendment charges payable in clause 5.1, the Client agrees to reimburse the Hotel for any cost incurred by it arising from the consequential cancellation of the Hotel's arrangements with third parties.
- 5.7 No VAT is payable on cancellation charges.