

Terms & Conditions



Wyboston Lakes Limited
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Wyboston Lakes Limited

It is important for you to understand clearly, when you make a booking with us, who is responsible for what. This document sets out clearly which responsibilities lie where. The following are the terms of the contract between you and us Wyboston Lakes Limited.

1) Who is this contract between

The contract is between us and you, not any other person or organisation that you book rooms, meals or facilities for. You accept responsibility for paying all charges, including any extra charges, arising under this contract. You may not transfer your rights or responsibilities under this contract to any other person or organisation.

2) Confirming your booking

By accepting the Terms & Conditions, you agree to pay all the charges set out in the Booking Summary, unless these are changed or cancelled under the terms of clauses 5 below. In that case you must pay the charges set out in the relevant clause.

3) Paying your invoice

Unless credit has been approved, full pre-payment will be required at the time of booking. If the event reduces in value or cancels, outside of the cancellation period as stated in clause 5, any overpayment will be refunded. If credit has been approved, we will invoice you for all charges immediately after the event. You must pay in sterling, to the address shown on the invoice, by the end of the month following the invoice date. You will pay any bank charges involved in making the payment. If you do not pay by the end of the month following the invoice date we will charge you interest and compensation on any amounts still outstanding in line with the late payment of Commercial Debts (Interest) Act 1998.

4) Extra accommodation, meals or other facilities

If you ask for any extra accommodation, meals or other facilities, we will use our best efforts to provide them but we cannot guarantee that we will be able to meet your requests. If we book extra bedrooms on your behalf in hotels, these will be subject to the same cancellation terms as our own facilities.

5) Cancelling all or part of your booking

If you need to cancel or postpone your booking, or reduce the numbers that you have agreed to pay, you must give us written notice. You will be liable to pay charges for the full value of your whole or reduced booking stated in your contract and the level of charge to be applied will depend on the amount of notice you give us, calculated from the table below:

For Events with less than 10 delegates:

Written notice received by us	Percentage of contracted revenue to be charged
More than 6 weeks before the first day of the event	No charge
4 to 6 weeks before the first day of the event	50%
2 to 4 weeks before the first day of the event	75%
1 to 2 weeks before the first day of the event	90%
Less than 1 weeks before the first day of the event	100%
On the day of the event	100%

For Events between 10 and 19 delegates:

Written notice received by us	Percentage of contracted revenue to be charged
More than 12 weeks before the first day of the event	No charge
8 to 12 weeks before the first day of the event	25%
4 to 8 weeks before the first day of the event	50%
2 to 4 weeks before the first day of the event	75%
Less than 2 weeks before the first day of the event	100%
On the day of the event	100%

You must pay in full for any accommodation, meals and other facilities which you book and do not cancel, whether or not you use them.



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6) Giving us the final details

Any changes to the initial arrival/departure timings and special dietary requirements as stated online, must be updated 7 days before the event

7) Changes or cancellation by us of events beyond our control

We will only cancel the event if the venue is closed for reasons beyond our reasonable control. In this circumstance we will use reasonable efforts to agree an alternative and mutually acceptable alternative date. If this is not possible, we would refund any monies already paid for that specific event. This rescheduling or refund will constitute the entire liability of Wyboston Lakes Limited in the event of such cancellation.

In certain circumstances, which are outside of our control, we may need to make reasonable and limited changes to an event, including, but not limited to, food, drinks, accommodation, or service provision. We would communicate any changes to you as soon as was practically possible.

FORCE MAJEURE - The Parties shall not be liable for any delay or failure to perform any of its obligations under this Agreement if the delay or failure results from events or circumstances beyond its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, flood or industrial disputes, and the Parties shall be entitled to a reasonable extension of its obligations.

Infectious diseases

Both parties acknowledge their obligation to comply with any official guidance from UK Government in relation to any pandemic or infectious disease affecting some or all of the UK. The parties agree to communicate without delay any issues they may have in performing their obligations under this agreement. You acknowledge that such pandemic or infectious disease may require us to take one or more of the following measures for the safety of our staff and the safety of delegates attending the event to which this booking relates:

- (i) *impose maximum delegate numbers at the event;*
- (ii) *limit food or drink availability;*
- (iii) *impose specific requirements regarding personal protective equipment such as the wearing of masks;*
- (iv) *restrict the numbers of overnight stays if applicable; and/or*
- (v) *limit any planned entertainment for your event;*
- (vi) *designate alternative entrance and exit routes.*

In some circumstances to reflect such changes we may be able to revise your booking fee but this cannot be guaranteed.

If we are obliged due to specific Government restrictions, to close our venue, we may offer you an alternative date for the event but if that cannot be agreed the booking will be deemed cancelled and your deposit will be returned in full with no further payment required.

*If you are unable to provide the agreed delegate numbers because of infections or travel restrictions, then we will offer you either a proportionate reduced fee for the event or agree to cancel the booking and return your deposit and any additional sums already paid in accordance with mia guidelines. If delegate numbers decrease below 70% of the contracted number (notified by the organiser in writing a **minimum** of 15 working days prior to event), we reserve the right to cancel the event.*

All members of your party entering the Woodlands Event Centre, the Willows Training Centre or the Waterfront Hotel will have their temperature checked by thermal imaging cameras installed at the entrances. If the camera records a member of your party with a temperature above 38 degrees C, a manual temperature check will then be undertaken. We then reserve the right to prevent access to any of these venues if a delegate records a temperature at 38 degrees C or higher

Cash Payment Policy

Wyboston Lakes Resort will not accept any form of cash payment for any goods or services whilst on site

9) Animals and pets

No animals or pets of any kind, except guide dogs, are allowed on our premises.

10) Food and drink

We work out our charges on the basis that we will provide all food and drinks that you or your party need. Your party must not bring food or drinks onto our premises to eat or drink here without our agreement. Please note during busy periods we reserve the right to allocate groups with tokens for operational purposes.



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11) Behaviour on our premises

You must make sure that members of your party, and anyone visiting you or your party on our premises behave in such a way that they do not cause a nuisance or unreasonable disruption to Wyboston Lakes Limited, our employees or anyone else using or visiting the Centre.

Any children under the age of sixteen attending must be suitably supervised by responsible adults during their stay. If children are left unsupervised at any time, the event organiser or booker will immediately be advised to rectify the situation. If no supervision is in place, within ten minutes of the request, we may ask the individual family or carers and children to leave without refund or compensation of any kind.

Should any of the members of your party refuse to, or appear to be unable to alter any aspect of behaviour which is unacceptable to us, we reserve the right to terminate the stay of the person(s) involved or all of the party.

You agree to pay any loss or liability of any kind to us or any other person caused by members of your party. If any damage caused by your party prevents bedrooms or other facilities being used whilst damage is made good, you will be charged for any revenue lost during this period. We advise that you are fully insured against all losses or liabilities- we can supply information about insurance if you wish.

It is noted that any individual transactions entered into by the delegate and Wyboston Lakes Ltd fall outside the scope of this booking and thus this term. We would hold the delegate directly responsible in such circumstance for all liability thereof.

We cannot accept responsibility for loss of or damage to property or vehicles belonging to you or your party, however caused. This includes deliveries received by us on your behalf or on behalf of other parties attending your event.

12) Services provided by other parties

If you ask us to arrange for a service provided by any other person or organisation, we will only act as an agent for you. Any resulting contract is between you and the person or organisation providing the service, unless we specifically agree otherwise. We will treat the person or organisation providing the service as a person visiting you (see clause 11).

Any deliveries must be made during your event dates unless authorised by Wyboston Lakes Ltd. If agreed, Wyboston Lakes Ltd will charge a storage charge of £150 per 24 hour.

13) Using our name without permission

You may not use

- the name "Wyboston Lakes Limited" or "Wyboston Lakes Hotel" or "Wyboston Lakes Executive Centre" or "Robinson Executive Centre" or "Wyboston Lakes Training Centre" or "The Willows Centre" or "The Waterfront Restaurant and Grill" or "The Wyboston Academy" or "Y Spa"
- our logo
- any photographs of our premises, internal or external, without our written permission.

14) IPR

Each party shall retain all IPR to their logos, trading names and styles. They shall not be used without permission by the other party.

15) Privacy Policy

When collecting and using personal data, our policy is to be transparent about why and how we process personal data. To find out more about our specific processing activities, please go to the relevant sections of our Privacy Statement on our website. This statement applies to personal data provided to us, both by individuals themselves or by others. We may use personal data provided to us for any of the purposes described in this privacy statement or as otherwise stated at the point of collection

23) Liability



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Except as otherwise specified in these conditions, each party's total liability to the other party under or in connection with these conditions shall not exceed in aggregate the total amount received by Wyboston Lakes Ltd in respect of the booking

23) Insurance

We strongly advise that all events seek out relevant advice with regards to Event Insurance. The Government backed Live Events Insurance Scheme will run until the end of September 2022. More details on this scheme can be found [here](#). Wyboston Lakes does not recommend nor has any commercial relationship with any insurance related supplier. This [link](#) to other providers is given purely as an example.

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