



Group Booking Concierge Standard Booking Terms and Conditions

Group Booking Concierge is the name for the concierge team of All Group Travel & Events and Clarendale Group. For the purposes of this agreement is shortened to “**GBC**”

The person/ company directly engaging the services of GBC for the purposes of this agreement will be known as “**The Customer**”

The responsibilities within this agreement lie directly with the person/ company that has engaged directly with GBC, if the end client who is using the services differs from this person/ company, GBC’s responsibility with regards to this agreement lies with the engaged person/ company and not with the end client.

Booking Process:

1. Once GBC receives The Customer’s request The Customer is engaging the services of GBC for a specific enquiry and is bound by these terms and conditions, GBC will then proceed to source the services and suppliers for The Customer’s selection.
2. All bookings must be confirmed in writing by email to reservations@clarendalegroup.com
3. Bookings are only confirmed once The Customer receives a booking confirmation document from GBC via email.
4. At the time of confirming the booking provisional numbers are to be submitted.
5. Final numbers are to be submitted by 15 days prior to visit date, unless otherwise specified on the confirmation document.
6. If the numbers increase after the final numbers have been given, GBC will request the additional numbers with the supplier, however there is no guarantee that they will be able to accommodate the additional numbers. If the numbers decrease GBC will inform the supplier.
7. The Customer agrees that it will not at any time from the point of engaging GBC’s services and for 12 months after the visit date, take any action, intended directly or indirectly to jeopardise GBC’s relationship with the suppliers they have provided. The Customer will not solicit or endeavour to solicit in competition with GBC or directly contact or contract any of the proposed or confirmed suppliers.
8. Should the end client differ from The Customer, GBC will not contact the end client with regards to this enquiry unless authorised to do so in writing by The Customer.
9. Each party agree on the confidentiality of the contents of this contract as well as all circumstances and events preceding it.

Responsibility of GBC:

10. GBC acts as an agent only for the dining venue suppliers. GBC neither owns nor operates any of the suppliers of these services and as such, is not responsible for acts or omissions of these suppliers or their failure to provide services or adhere to their own schedules. GBC will always endeavour to facilitate the resolution of any issues.
11. Should the availability of services or rates from suppliers change between the time of quotation, receipt of confirmation, the payment and fully confirm the services, you will be notified in writing of said change. If there is an increase in price you will be able to decide to pay the difference in price or cancel the service at a charge of 10% from GBC.
12. GBC is not responsible or liable for loss, damage or theft of any personal belongings, or for personal injury, accidents, or illness whilst in the use of the services. If unforeseen conditions beyond our control necessitate changes, all suppliers reserve the right to vary the offering and substitute the best alternatives available.
13. GBC assumes no responsibility for and shall not be liable for any refund, personal injury, property damage or other loss, accident delay, inconvenience or irregularity which may be caused by: any defaults, wrongful or negligent acts, or omissions of the suppliers. Any defect in or failure of any vehicle, craft, equipment or instrumentality owned, operated, or otherwise used or provided by the suppliers. Any wrongful or negligent acts or omissions of the part of any other party not under GBC’s control. The Customer hereby releases GBC from all claims arising out of any problem covered in this paragraph.
14. GBC is not responsible for or liable for any indirect and consequential losses, loss of profits, loss of goodwill, loss of opportunity, legal expenses or any other indirect loss, under any circumstances; or loss which results from any act of omission by any other party not under GBC’s control. The Customer hereby releases GBC from all claims arising out of any problem covered in this paragraph.
15. GBC has no special knowledge regarding the financial condition of the suppliers, unsafe conditions, health hazards, weather hazards or climate extremes at locations to which you may travel.
16. Should a supplier cease to trade before the Visit date GBC will assist in chasing for a refund from the supplier, any refund would not be paid by GBC until it has been received from the supplier. We will also assist in finding an alternative option where possible.
17. GBC strongly recommends comprehensive insurance relative to the trip for all guests involved.
18. Force Majeure – GBC will work within the individual supplier Force Majeure clauses.
19. For Emergency contact should the guests require assistance while in use of the services +44 7535 029859



Advertising and Promotion:

20. The Customer must ensure that any advertising and promotion of GBC services does not mislead or deceive or make any misrepresentation to any potential customers about the nature, quality and/or scope of our services. GBC's liability to The Customer limited to completing the services specified in the information provided in the confirmed booking and The Customer is responsible for ensuring that this information is communicated accurately to all potential customers. If The Customer misleads or deceives any customers via advertising or promotion of GBC services, The Customer must indemnify GBC for any costs or liabilities we incur as a result.

Deposits and payments:

21. A non-refundable payment of 25% of the total booking amount is required upon confirmation.
22. Full non-refundable payment is required 60 days prior to visit on all bookings.
23. Any Supplier exceptions to the above 2 points, where earlier payment is required, The Customer will be advised at the time of confirmation.
24. The payments are to be received into the GBC Bank account by the dates mentioned, therefore please take into consideration transfer times from your bank to ours.
25. For International Transfers please ensure that payment is made for all the related banking fees and ensure that the full amount as invoiced is received by GBC.
26. Late payment: Payments must be received within the timeframe mentioned in order for the booking to remain confirmed. Should the payments be delayed GBC will need to assess the situation and potentially cancel the booking to ensure that GBC do not receive payment penalties from the suppliers.
27. If services need to be cancelled due to late payment the initial deposit and all payments made taking into consideration the cancellation policy are non-refundable. The Customer will be notified of this in writing.
28. Invoice is payable within 5 days of the invoice date, unless otherwise specified on the confirmation document.
29. Payment to be made by bank transfer.
30. If the payment has not been received by GBC prior to any cancellations, the cancellation charges as outlined below are still applicable.
31. The customer/ booking agent shall be responsible for payment of the applicable cancellation charges as outlined below, whether or not the client/ booking agent requires, or has obtained payment from their Guest(s).
32. Prices quoted are inclusive of any supplier VAT at the prevailing rate. In the event that there is an increase in the rate of VAT the additional amount will be payable by The Customer upon immediate receipt of an amended invoice from GBC.
33. The prices are non-commissionable and include a nominal sourcing and booking fee.
34. The Payment made covers the inclusions mentioned on the confirmation document only. All extras taken at the dining venue are to be paid directly on the date of visit to the dining venue.

Passenger Refund/ Cancellation Schedule:

35. From Confirmation date to 61 days prior to tour commencement there is 25% cancellation fee of the total amount at the time of confirmation.
36. Cancellations 60 days or less prior to visit date receives no refund of the full payment, 100% cancellation fee.
37. Cancellations or amendments are not confirmed until an acknowledgement in writing is received by the customer from GBC.
38. Should the supplier Cancellation terms differ from the terms listed here The Customer will be informed of this at the time of booking this will be included on your confirmation document.
39. Should the supplier cancel the booking, a refund for the amount due as per their cancellation terms will be refunded to The Customer, once received, less an administration fee of 10% of the total booking value.
40. No Refunds will be made on any unused items.

This Agreement shall be governed by and construed in accordance with the law of England and Wales and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

By engaging the services of GBC The Customer agrees to these terms and conditions.