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Welcome  
to

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meetings@48bondend



Situated just outside Harrogate, some fifteen miles north of Leeds and three miles from the A1, meetings@48 is equidistant from London and the South East and from Edinburgh and Central Scotland. Manchester, Sheffield, Hull and Newcastle are all approximately one hour away by road, and Birmingham less than two hours away.

Positioned on the outskirts of Knaresborough our 31 bedroom hotel adjoins parkland, but is only a few minutes walk from the town centre and local attractions such as Knaresborough castle and Harrogate Golf Club. Usually only hosting one conference or meeting at any one time, your needs will be our friendly and efficient staff's prime concern at all times.

Inside this conference pack you will find details on our facilities but should there be any further information you require or if you would like to discuss your specific requirements and make a booking please call us on 01423 863302.

We look forward to welcoming you to meetings@48.

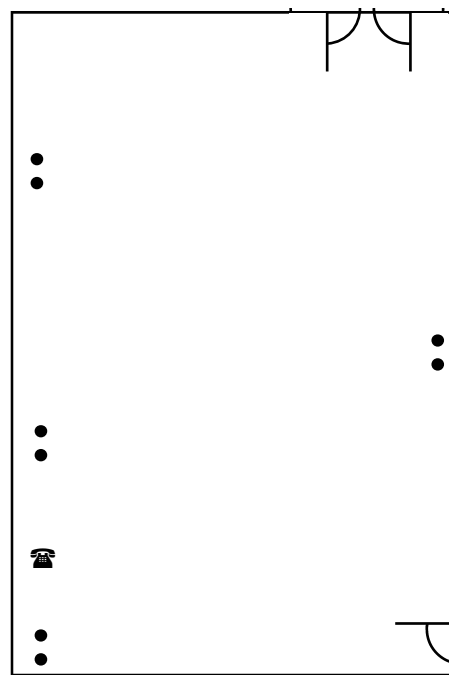
## The Best Western Dower House Hotel

48 Bond End  
Knaresborough  
North Yorkshire  
HG5 9AL  
01423 863302

enquiries@bwdowerhouse.co.uk

## The Nidderdale Suite

The Nidderdale suite affords a comfortable, quiet environment, overlooking pleasant patio gardens. The room is decorated in subdued colours, with a selection of lighting effects, and can hold up to 30 delegates boardroom style and up to 60 theatre style. In the newer part of the building, it has easy access to the Terrace Garden which, weather permitting, can be used for coffee breaks or even as an extra area for breakout work.



## The Swaledale Room

The Swaledale Room is a beautiful small room in the original part of the building next to the front lounge. The room can comfortably hold up to 12 delegates boardroom style and 24 theatre style. Next to the Swaledale is the Old Bar which is a small syndicate room for up to 8 delegates. There is direct access



### Key

- Power point
- ☎ Telephone socket
- Windows

	Length Feet/Metres	Width Feet/Metres	Height Feet/Metres	Boardroom	Theatre	U-Shape	Natural Daylight	Location
Nidderdale Suite	40 / 12.2	20 / 6	7 / 2.1	30	60	26	Yes	Ground Floor
Swaledale Room	20 / 6	14 / 4.4	8 / 2.5	10	20	10	Yes	Ground Floor

# Executive Conference Package

Day Delegate Rate: £45.00  
24 Hours Delegate Rate: £145.00

## Executive Day Delegate Rates include:

- Use of main conference room in a style to suit your requirements
- Tea/coffee & Bacon Rolls on arrival
- Mid-morning tea/coffee & Danish pastry
- 2-course, hot & cold buffet lunch, tea and coffee
- Mid-afternoon tea/coffee & fresh cake
- LCD, OHP & Screen
- Flipcharts & Stand
- Courtesy trays of Harrogate Spa mineral water, cordials and sweets
- Delegate note pads & pens
- Ample free car parking

## Executive 24-Hour Delegate Rates include:

- Everything as for the Standard Day Delegate Rates
- Overnight accommodation with en-suite facilities (superior rooms where possible)
- Three course dinner, coffee and chocolates
- Full English Breakfast
- Full use of our on-site health and leisure club
- Free overnight car parking
- Use of LCD Projector
- Complimentary morning newspaper

- \* Minimum numbers of 8 delegates apply for both Day Delegate and 24-Hour Delegate Rates
- \* Day Delegate Rates and 24-Hour Delegate Rates are inclusive of V.A.T at 17.5%
- \* Rates can be negotiated to suit individual requirements



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# Standard Conference Package

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Day Delegate Rate: £35.00  
24 Hours Delegate Rate: £125.00

## Standard Day Delegate Rates include:

- Use of main conference room in a style to suit your requirements
- Mid-morning tea/coffee & snack
- 2-course, hot & cold buffet lunch, tea and coffee
- Mid-afternoon tea/coffee & snack
- OHP & Screen
- Flipchart & Stand
- Courtesy trays of Harrogate Spa mineral water, cordials and sweets
- Delegate note pads & pens
- Ample free car parking

## Standard 24-Hour Delegate Rates include:

- Everything as for the Standard Day Delegate Rates
- Overnight accommodation with en-suite facilities
- Three course dinner, coffee and chocolates
- Full English Breakfast
- Full use of our on-site health and leisure club
- Free overnight car parking

- \* Minimum numbers of 8 delegates apply for both Day Delegate and 24-Hour Delegate Rates
- \* Day Delegate Rates and 24-Hour Delegate Rates are inclusive of V.A.T at 17.5%
- \* Rates can be negotiated to suit individual requirements





# Extras



## Equipment Hire

Equipment hire charges apply in the following circumstances:

- Both the 24 Hour and Day Delegate rates include the use of an OHP, screen and flip chart. Any additional equipment is to be charged at the rates below.
- The room hire rates are for room hire only and do not include any use of equipment. Any equipment required is to be charged at the rates below.

## Daily Charges

- |                                   |                 |
|-----------------------------------|-----------------|
| • Flip chart, pad and marker pens | £ 8.00 per day  |
| • Additional flip chart pads      | £ 3.50 per pad  |
| • OHP and screen                  | £ 30.00 per day |
| • Screen                          | £ 10.00 per day |
| • TV and Video                    | £ 50.00 per day |
| • LCD Projector (Sony VPL-CX5)    | £200.00 per day |

All equipment is subject to availability. Other equipment and quotations are available upon request.

## Other Services Available

- |                                                                                                                         |                  |
|-------------------------------------------------------------------------------------------------------------------------|------------------|
| • Secretarial services<br>(as this service is subject to availability please advise us of your requirements in advance) | £15.00 per hour  |
| • Photocopies                                                                                                           | £ 0.10 per sheet |
| • Facsimiles:                                                                                                           |                  |
| to send - inland                                                                                                        | £ 1.00 per page  |
| - overseas                                                                                                              | £ 1.50 per page  |
| to receive - first 3 pages free and thereafter                                                                          | £ 0.50 per page  |

## Additional Refreshment Costs

( per person, per serving)

- |                                             |               |
|---------------------------------------------|---------------|
| • Coffee/ tea/ hot chocolate & biscuits     | £2.50         |
| • Danish pastry                             | £1.45         |
| • Muffins                                   | £1.15         |
| • Jam doughnuts                             | £0.95         |
| • Scone with jam and clotted cream          | £1.50         |
| • Selection of fresh seasonal fruit         | £1.00         |
| • Cereal bars                               | £0.65         |
| • Selection of iced lollies/ ice cream bars | £1.50         |
| • Bacon roll                                | £2.95         |
| • Warm croissant with preserves             | £1.95         |
| • Fresh orange juice                        | £4.00 per jug |

Please advise us if you have any specific requirements, we are happy to cater for them when possible.



## Corniche Health Club

Included in both the standard & executive conference packages is full use of our luxurious Corniche Health & Leisure Club which has all delegates need to unwind and relax. Facilities include an indoor, heated swimming pool, whirlpool spa, steam room, genuine Scandinavian sauna, 30 station gym and café lounge with Sky Sports TV.



## Restaurant 48

The Dower House boasts the best and most stylish restaurant in the area. With an array of imaginative and tantalising dishes combining traditional and contemporary ideas, Restaurant 48 is the ideal place for delegates to recharge the batteries. It has an AA Rosette award for quality and is widely renowned for its excellent cuisine, fine wines and personal service in a relaxed and intimate atmosphere.



## The Best Western Dower House Hotel

The main part of the Dower House is a grade-II listed building and dates back to the 15th century. Many of the rooms in this part of the hotel still have the original wooden beams, giving them great character.

All the rooms are tastefully decorated and have en-suite facilities, tea/coffee making facilities, TV and radio. Most of the rooms are non smoking.





# Conference Terms & Conditions

## 1. Definitions and Interpretation

- 1.1 In these conditions:  
 "Agent" means any third party making a booking on behalf of the Client  
 "Client" and "You" means the user of the venue  
 "Confirmation" means a confirmation of booking sent by Best Western Dower House Hotel to the Client  
 the "Contract" means the agreement between the Venue and the Client for a specific booking or series of bookings "Best Western Dower House Hotel" whose registered office is at Bond End, Knaresborough, Nr Harrogate, North Yorkshire, HG5 9AL  
 "Purpose" means the purpose of which the Venue is to be used in accordance with the Contract "these terms" means these terms and conditions  
 "Venue" means the Best Western Dower House Hotel where the conference, meeting or event is to take place

1.2 The headings in these terms are for convenience only and shall not affect their interpretation of the Contract

1.3 References to clauses are to the clauses in these terms

## 2. Confirmation

- 2.1 All bookings are provisional until a Confirmation is sent by the Venue to the client at which time the Contract (incorporating these terms) comes into effect
- 2.2.1 It is your responsibility to ensure that any Agent or other person engaged by you to book the Venue on your behalf makes you aware of the terms of Contract. If therefore you have booked the Venue through an Agent or other person on your behalf these terms will be binding on you (whether or not the agent has notified you of the terms) if they have been sent to such agent or other person before the issue by the Venue of a Confirmation.
- 2.2.2 If the booking is made by an Agent for the Client it is the Agent's responsibility to ensure that the Client is aware of the terms of the Contract. If the Agent has booked on behalf of a Client these terms will be binding on the Client (whether or not the Agent has notified the Client of these terms) if they have been sent to the Agent before the issue by the Venue of a Confirmation.

2.3 If a Confirmation of booking is not sent to you within 48 hours of the time of arrival the Venue reserves the right to release the provisional booking and re-let the facilities.

2.4 You must notify numbers of guests, final timings, menus and any special requests must be confirmed to the venue at least 14 days prior to arrival.

## 3. Amendments by the Client

- 3.1 Any amendments to guest numbers and/or arrangements must be confirmed to the Venue in writing by letter or fax
- 3.2 Any reduction in the duration or contracted value of the booking will be subject to the Venue's cancellation terms in clause 4 below.
- 3.3 No charges will be made for any reductions in numbers less than 10% from those stated on the Contract, provided they are received by the Venue in writing at least 14 days prior to arrival.
- 3.4 If a reduction in numbers of 10% or more shall be made at any time prior to the event, the Venue will endeavour to resell any facilities and services released to a similar value. If the released facilities and services cannot be resold, then any reductions of 10% or more shall be subject to the cancellation terms in clause 4.1 below.
- 3.5 The final numbers notified by the Client in accordance with clause 2.4 above will be the minimum number for which the Client will be charged.
- 3.6 If numbers fall by 10% or more within 14 days of the event, the Venue reserves the right to relocate the booking to an alternative space within the same Venue as best fits the revised number.
- 3.7 If numbers reduce significantly a smaller room may be substituted to reflect the change. Alternatively, an additional room charge may be levied to reflect the value of the original room size allocated. Details of any room charge will be notified to the Client prior to any charge being made.

## 4. Cancellation by the Client

- 4.1 If you have to cancel or postpone your confirmed booking at any time prior to the event, the Venue shall be entitled to require you to pay a sum equal to 90% of the contracted accommodation and room hire revenue and 65% of the contracted food and beverage revenue, being a genuine pre-estimate of the Venue's loss of profit. Without prejudice to the Venue's right to require payment of the cancellation charge the Venue will make every effort to resell the facilities on your behalf.
- 4.2 Any cancellation, postponement or partial cancellation should be advised verbally to the management of the Venue in the first instance. You will be advised at that stage of the cancellation reference number. You must also notify such cancellations in writing. The cancellation date will be the date the written notification of cancellation arrives at the Venue.
- 4.3 Definitive cancellation charges due can only be confirmed to you after the intended date of your event, when the Venue will reduce the charge by the profit on any alternative business (if any) which the Venue has been able to secure to replace the space released.
- 4.4 You may protect yourself against any cancellation by an insurance policy, details available through Best Western First Place 08706 04 05 06.

## 5. Cancellation by the Venue

- 5.1 If for reasons beyond its control the Venue needs to make any amendments to your booking, the Venue reserve the right to offer an alternative choice of facilities.
- 5.2 If the Client make significant changes to the programme or the expected number of guests, this may result in amendments in the applicable rates and/ or facilities offered by the Venue.

- 5.3 The Venue may cancel the booking if:  
 (a) the booking might, in the opinion of the Venue, prejudice the reputation of the Venue or if the Purpose for which the Venue is required or used differs from that described in the Contract. In those circumstances the Client is entitled to get back any advance payments, but the Venue will not have any other liability;  
 (b) The Client is more than 30 days in arrears of previous payments to the Venue;  
 (c) If the Venue becomes aware of any alteration in the Client's financial situation;  
 (d) Either party becomes insolvent or, in the case of an individual becomes subject to a bankruptcy petition;  
 (e) Any part of the Venue is closed or otherwise unavailable because of events outside the Venue's control;  
 (f) There are conflicting reservations.
- 5.4 The meeting rooms are available for the time shown on your Contract. Additional charges may be made if that time is extended.

## 6. Payment terms

- 6.1 The prices quoted may vary due to changes in the rate of Value Added Tax or (if applicable) currency variations that are beyond the Venue's control.
- 6.2 Unless the Client has direct credit facilities with the Venue, a deposit may be payable on Confirmation.
- 6.3 If the Client has a credit arrangement, the amount is due for payment on the invoice date. If any amount is not paid within 28 days of the due date for payment, the Venue reserves the right to charge interest at 1.5% per month on the outstanding amount.
- 6.4 Any disputed item or price contained in an invoice must be raised in writing with the Venue within 7 days of receipt of the invoice. Disputed items will be dealt with separately from the remainder of the monies due, which must still be paid when due.

## 7. Use of the Venue

- 7.1 If the Client is planning to bring electrical or other equipment to the Venue, for example computers, amplification equipment, lighting, please obtain written permission from the Venue first and make sure that it complies with the Electricity at Work Regulations.
- 7.2 Care must be taken in the use of anything that may be hazardous or dangerous. If there is a safety risk on anything the Client may want to bring to the Venue, please discuss it with the Venue.
- 7.3 Permission must be sought from the Venue prior to the start date if the Client wishes to stick or attach anything to walls, floors or the ceiling of any room in the Venue.
- 7.4 The Venue cannot accept responsibility for any loss or damage to the Client's equipment.
- 7.5 The Venue reserves the right to object to the employment of customers and guests of any photographer, toastmaster, band, musician, entertainer or other person in connection with any event. It is the responsibility of the Client, where appropriate, to comply with all requirements of the Performing Rights Society in respect of any music played or musician employed.
- 7.6 The Client shall be responsible for any damage caused to rooms and the Venue's furnishings and equipment by any act, default or negligence on the part of the Client or any of the Client's guests and the Client will be obliged to reimburse the amount required to make good or remedy any such damage.
- 7.7 The Venue reserves the right to approve any externally arranged entertainment, services or activities that you have arranged and cannot accept liability for the resultant cost. Any such cost will be charged to the Client's account.
- 7.8 No wines, spirits or foods brought in to the Venue may be consumed without prior consent of the Venue.
- 7.9 The Venue's name/ logo may be used in publicity, once a proof of the promotional material has been agreed with the Venue.
- 7.10 The Venue must comply with certain licensing and statutory regulations and requires the Client to fulfil their obligations in this respect.

## 8. General

- 8.1 The Client confirms that the user of the Venue is the person described as such in the Contract.
- 8.2 Any equipment or item specifically requested by you will be charged to your account.
- 8.3 Any particular or peculiar term or condition related to a special booking must be agreed and confirmed in writing between the Client and the Venue.
- 8.4 Third-party agents or suppliers must liaise and seek approval from the Venue for any activity that may affect the Venue in any way, or for any procedure being carried out on behalf of the Client.
- 8.5 Clients are subject to the Venue's standard liabilities in relation to health, safety and security.
- 8.6 These terms do not affect any rights the Client may have under the Hotel Proprietors Act, where that Act applies.
- 8.7.1 The Venue does not accept any liability for any loss of profit, economic loss or other indirect loss or for any loss suffered by any third party. In any event the liability of the Venue shall not exceed the price payable by you.
- 8.7.2 Nothing in these terms excludes or limits any liability for death or personal injury caused by the negligence of the Venue or its employees.
- 8.8 These terms and the Contract shall be governed by and construed in accordance with English law and the parties agree to submit to the exclusive jurisdiction of the Courts in England.

I confirm that I have read and understand the Conference & Meetings Reservations Terms and Conditions of business and agree to be bound by them.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Company Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date of Meeting/ Conference: \_\_\_\_\_



Dower  
House  
Hotel

PLEASE FAX BACK TO THE CONFERENCE OFFICE ON 01423 867665