

Our Commitment & Booking Conditions

It is always our intention to provide the highest standard of customer service to ensure the success, on our part, of every booking made at Stower Grange.

It is our commitment always to achieve and, where possible, to surpass the expectations of our customers, ensuring confidentiality and care with every aspect of our service

In order to achieve a good understanding with our customers we have listed below the conditions which we will honour and also expect customers to adhere to.

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Provisional Bookings held for 14 days

We are happy to hold a provisional booking without obligation or cost to the client for a period of fourteen days. After fourteen days the Hotel reserves the right to release the booking without notice for the benefit of other customers.

Minimum Numbers

On Saturdays between April and October inclusive we specify a minimum number of guests at the wedding breakfast of 70 adults.

Confirmation and Deposits

The Hotel requires a written confirmation; this should be accompanied with a deposit of five hundred pounds, or an amount specified by the Hotel at the time of booking. This amount being non-refundable in the event of cancellation. Should the customer not pay the required deposit by the due date, the booking will be deemed as cancelled by the Hotel.

Pricing

The prices charged will be those in the wedding tariff current at the time of your function.

Confirming Final Numbers and Advance Payments

Confirmed numbers attending the function are required 14 days prior to the event, charges will be based on this number and we will require 75% payment of the estimated cost of the function at this time. The balance of the account should be settled on departure.

Credit Card Payments

All settlements by credit card will be subject to a 2.5% surcharge. Payments by cheque, cash and debit card all avoid this extra charge.

Cancellation Fees

Should your party have to cancel, for any reason, the following charges will be made:

45 days or less: 80% estimated cost

46 to 90 days: 60%

91 to 120 days: £1500

121 to 180 days: £1000
More than 180 days: £500

Entertainment

No responsibility will be undertaken by the management for the booking of bands, discotheques, or entertainers. This will be left to the party organiser, although we would be delighted to offer advice and assistance.

Flowers

Simple floral arrangement for the tables will be provided at no extra cost. We are happy to discuss more substantial arrangements, which can be provided at additional costs plus VAT.

No responsibility will be taken by the proprietors for the property of our guests or for cars parked in the car park.

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What is included?

Room hire charges except for the use of a room for the Civil Marriage Ceremony

A member of staff to act as Toastmaster

Drinks on arrival

Three course Wedding Breakfast with coffee and Petit Fours

Two glasses of House wine

A glass of sparkling wine with the toasts

Use of our silver cake stand and knife

Simple floral arrangements on the tables

Our four poster bedroom for the bride and groom

What is not included?

Room hire for the Civil Marriage ceremony

Elaborate floral arrangements

Entertainment

Table plans and place cards

Drinks from the bar

These lists are not exhaustive so please check with us about other goods and services, which may or may not be included in the price per person.