TERMS AND CONDITIONS

ALTERING YOUR BOOKING

Numbers should be notified direct to Lancaster Conferences. Reduction or increase of numbers booked should be notified direct to Lancaster Conferences. For a series of bookings this should be done on a weekly basis. Final numbers should be notified 28 days prior to arrival, and where applicable a rooming list should be sent direct at least 14 days prior to arrival.

REDUCING NUMBERS

Where the numbers in a group fall below; 20 people per group. Lancaster Conferences may alter the special rates and concessions as agreed.

CANCELING BOOKINGS

If you need to cancel any of your bookings, please telephone and then confirm in writing as soon as possible to Lancaster Conferences. A cancellation is not effective until this has been received by us.

Lancaster Conferences may raise a cancellation charge if, through any circumstances, a proposed group or tour (or part thereof) should be cancelled less than forty – two days before arrival.

CANCELLATION CHARGES

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 Weeks or more before date of Arrival</td>
<td>0%</td>
</tr>
<tr>
<td>Less than 12 Weeks</td>
<td>50%</td>
</tr>
<tr>
<td>Less than 4 Weeks</td>
<td>75%</td>
</tr>
<tr>
<td>Less than 2 Weeks</td>
<td>100%</td>
</tr>
</tbody>
</table>

IF WE CHANGE YOUR BOOKING

If a major change to the contract becomes necessary, we will advise you as soon as reasonably possible. In the event of Lancaster Conferences not being able to offer the meeting space contracted, an equivalent or higher standard will be offered.
IF WE CANCEL YOUR BOOKING

Lancaster Conferences reserve the right to cancel a booking because of circumstances outside our control, e.g. wars, civil disturbances, acts of God, strikes etc, and shall not be liable for the consequences of such circumstances. We will make every reasonable attempt to offer an alternative booking.

PAYMENT

Payment for all services specified by this quotation should be subject to settlement within 28 days of presentation of the account.

OTHER TERMS

In addition, Lancaster Conferences reserve the right to change prices in the event of the following:

Any variation or amendment in the levy and/or rate of tax or taxes e.g. VAT

Based on the number of confirmed rooms we are presently holding, should this number reduce by more than 4 rooms cancelled less than 4 weeks before the arrival date, we reserve the right to charge a supplement.