



BOOKING & PAYMENTS F.A.Q



Q - Is VAT included in your price?

A - Yes, we believe in transparency and no nasty surprises!

Q - Are there any hidden costs at all?

A - Nope! Unlike some venues we won't charge you to turn lights on, cut your cake, clean up after you, staff your event etc, it's all included!

Q - How do we send you the deposit?

A - When you're ready to book, we do need your T&C's back first before we can accept any money off you, not us being awkward, it's a legal requirement! It's all common sense stuff but if you needed any clarification please don't hesitate to ask? Once we have had your signed T&C's back, then you can pay via BACS and email us to let us know it has been paid. We then send you over confirmation of your date (eiek!) all the information you need to get planning! Should you need our BACS info, here it is and If you could put the name and date of event in the reference box to that would be great.

**Our Bank: Zempler Bank Ltd Account Name: Hundred House Hotel
Account Number: 17199165 Sort Code: 08-71-99**

Q - Can we pay you on card or cash?

A - Yes, you can, however due to very high bank charges on telephone payments we would very much appreciate it if you paid by BACS or came in to pay in person. Please book an appointment so we can make sure a member of the team is available.

Q - What are your payment terms?

A - This depends on how long there is between booking and your wedding, please see our T&C's, which you'll find on our FAQ's on our website.

Q - What is your cancellation policy?

A - We hope this won't happen but we understand sometimes, life changes are beyond your control. Should you need to cancel, please see our T&C's, which you'll find on our FAQ's on our website. As they are different for if you've booking with more than 10 months until your Wedding or if you've booked with less than 10 months to go.

Q - What happens after we book?

A - We'll email you eeeeeverything you need to know to start planning and book an appointment for your 1st meeting when you feel the time is right for you!