



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, her it is and If you could put the name and date of event in the reference box to that would be great.

Account name - The Hundred House Hotel

Sort code - 12-20-29

Account no - 00295301

Q - Can we pay you on card or cash?

A - Yes, you can, however due to very high bank charges on telephone payment we would very much appreciate it if you did this in person? If this is not possible then of course let us know and we can do it over the phone or pay cash onsite, we ask you book an appointment so we can make sure a member of the team is free to take care of this for you.

Q - What are your payment terms?

A - £1000 deposit on booking.

**Halfway between booking and the wedding date, 50% of the package price balance is due.
3 months before the wedding final balance of your package is to be paid.
1 month before. Any additions added over the package price- i.e canapes, extra guests, cake, sweet cart etc.**

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, with more than 12 months until your Wedding date, we only retain your initial deposit of £1000 and will refund in full any other payments you have made over £1000. Inside of 12 months before your Wedding date, there is a sliding scale of what percentage is retained based on how many months notice you give us, please refer to our T&C's