

## BEST WESTERN GROSVENOR HOTEL – MURDER MYSTERY TERMS & CONDITIONS

- A non refundable or non transferable deposit of £50 per person is required at the time of booking to guarantee your reservation. This will be charged to the credit card used to guarantee the reservation and a receipt sent to you. If you have booked more than 1 room and would like deposits charged to other credit cards please telephone the hotel to arrange this.
- Our new Advance Saver Bookings must be fully prepaid at the time of booking and are non refundable or transferable in order to benefit from the discount.
- These events operate on a set number of guests and unfortunately any cancellation within 7 days of the arrival date for the event will incur a cancellation charge equal to the full charge for the weekend. This will be charged to the credit card/s used to guarantee your reservation(s).
- All details are correct at the time of printing however the hotel reserves the right to make changes to plots and dates if actors are unavailable.
- In the unlikely situation that the hotel cancels an event then all deposits paid will be fully refundable.
- Please be advised that these weekends are not suitable for anyone under the age of 16.
- Gift certificate, vouchers and fully paid packages are available & are subject to the same terms and conditions.
- The majority of events are held in the Grosvenor Suite which is on the lower ground floor (down one flight of stairs). Guests with walking difficulties should note there is no lift access to this area before confirming their reservation. Some events may take place on the ground floor - please call for more details and dates available.
- The Hotel strongly recommends that customers consider obtaining insurance to cover them for cancellations & other unforeseen circumstances.