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STIRLING VENUES TERMS AND CONDITIONS - STIRLING COURT HOTEL

The Objectives of Terms and Conditions are:

To protect all parties through providing a better understanding of their contractual obligations;

To heighten awareness of the legal obligations of both clients and venues when confirming a booking.

To recognise that enforcement of a contract and implementation of Terms and Conditions will always be at the discretion of the aggrieved party, taking account of normal commercial considerations.

Definitions:

The 'Hotel' and 'We' means the property for which a contract is agreed. The property is owned/managed by the Hotel whose registered office is the University of Stirling, Stirling, FK9 4LA.

The 'Client' and 'You' means the organising body/company responsible for booking of and payment for the event. The 'Contract' means the written agreement between the Hotel and the Client for a specific booking or series of bookings.

These Terms and Conditions will form part of the Contract together with any other Terms stated in the Contract.

Event Type Definitions

1. Conference

A "Conference" refers to any reservation made by the Client that includes the use of conference rooms, accommodation, equipment, and catering services for a specified date. This may include business meetings, seminars, workshops, or similar gatherings requiring coordinated facilities.

2. Events

"Events" encompass any reservation by the Client involving private rooms, tickets, hospitality packages, or other event-related facilities for a specific date. This includes but is not limited to social gatherings, corporate functions, entertainment events, and celebrations.

3. Group Accommodation

"Group Accommodation" is defined as any booking consisting of nine (9) or more

guest rooms under a single reservation. Such bookings may be subject to separate terms and conditions, including deposit requirements and cancellation policies.

1.0 CLIENT ACCOUNT

To proceed with a booking, the Client must provide the following information at the time of booking or in advance to enable account setup for invoicing purposes:

- **Full Name of Company/ Group (to set account up on Agresso for invoicing purposes).**
- **Company Registration Number (If Limited)**
- **Registered Charity Number (If applicable)**
- **Contact**
- **Position**
- **Invoice Address**
- **Town**
- **Country**
- **VAT Reg No (EU Customers only, excluding UK)**
- **Postcode**
- **Telephone Number**
- **Email**

All client account applications are subject to relevant credit checks. Stirling Venues reserves the right to refuse any application or override any stipulated terms outlined within this document based on the outcome of these checks. Failure to provide the above information may result in delays or inability to confirm the booking.

2.0 CHARGES AND PAYMENT

2.1 Accepted Methods of Payment:

- Bank Transfer
- Credit/Debit card: Visa, MasterCard, Visa Delta, Maestro
- Credit cards which are unable to be charged will result in the reservation being null and void
- Cash in Sterling

1. The Hotel requires at least 14 days' notice prior to arrival date to arrange any credit facilities. Credit accounts must not exceed their credit limit at any time.

2. Payment is due for credit accounts 28 days following the date of postmark. Payments must be made in Pounds Sterling (UKL) payable to the University of Stirling. Within this period invoice queries will be dealt with by the Sales Office – beyond this period no refunds will be issued.

3. At the time of booking, the Client shall provide the Hotel with the full name and address of the individual or entity to whom the primary invoice should be addressed. The Client shall be liable for all charges incurred under this Contract, including but not limited to venue hire, accommodation, food and beverage, bar charges, damage to property, and any additional or ancillary services requested.

Unless otherwise agreed in writing, any incidental charges incurred during the event shall be settled by the individual guest upon departure, in accordance with the Client's prior written instructions to the Hotel.

4. The deposit or pre-payment required for the event will be specified at time of booking. Deposits are non-refundable.

5. All bookings shall be deemed provisional until the contract is duly signed by the client. Upon signature, all provisions reserved on your behalf will be confirmed and governed by the Terms and Conditions set forth in this document and within the signed Contract.

6. The Contract must be returned by the Client and received by the Hotel within 7 working days of the date of issue or, if such time is not available prior to the date of arrival, within a maximum of 48 hours. If the contract is not received by the Hotel within this period, the Hotel reserves the right to release the provisional booking and re-let the facilities.

7. The contract value will reflect the informed estimate of numbers presented at time of booking.

3.0 CONFERENCE AND EVENTS

8. At point of initial enquiry, the hotel requires an accurate overview of all relevant details, to include but not limited to – an informed estimate of numbers, programme overview, equipment required and notification of any special requests beyond standard provisions.

9. The Hotel reserves to amend any details as necessary, under the contract if there is any material variation in the final numbers of attendees.

10. Final programme details, menu selections, equipment requirements, special requests, and any other necessary information must be confirmed to the hotel no later than **7 days prior to arrival**. Failure to do so may impact the hotel's ability to deliver the agreed services to the expected standard.

3.1 Cancellation Policy

1. Cancellation or Postponement

In the unfortunate event that you need to cancel or postpone your confirmed booking in its entirety, the booking will be subject to the hotel's cancellation policy, as outlined. Specific charges may apply depending on the notice period and nature of the cancellation. Cont.

Date of Hotels Receipt of Cancellation Notice	Hotel Cancellation Charges Based on Notice Period and Guest Numbers			
	40 or less	41 – 70 Guests	71 to 100 Guests	101 and above Guests
274-365 days prior to arrival	N/A	N/A	N/A	N/A
182-273 days prior to arrival	N/A	N/A	N/A	25% Contract Value
91 to 181 days prior to arrival	N/A	50% Contract Value	50% Contract Value	50% Contract Value
90 -29 days prior to arrival	75% Contract Value	75% Contract Value	75% Contract Value	75% Contract Value

12. Following confirmation of an event should your total guest numbers increase as evidenced by an amendment to the event agreement, the new tiered applicable cancellation policy will automatically supersede the previous. Should the total guest numbers decrease at any time following confirmation, the original applicable cancellation period and policy will remain in effect.

13. Any advance payments or deposits made by you will be deducted from the total cancellation charges applicable at the time of cancellation.

3.2 Cancellation by the Client:

14. Any cancellation, postponement, or partial cancellation must be communicated in writing by the client to the Stirling Venues Sales Office of the Hotel in the first instance. Upon receipt, you will be advised of the applicable cancellation charges and any other relevant terms based on the timing and nature of the change.

3.3 Booking Amendments & Partial Cancellation by the Client:

15. All amendments to guest numbers and/or event arrangements must be confirmed in writing to the Hotel. Verbal changes will not be considered binding unless formally acknowledged in writing by the Hotel.

16. Reduction in the contracted value of the booking shall be subject to the hotel’s cancellation policy, as outlined below:

Date of Hotels Receipt of Cancellation Notice	Hotel Cancellation Charges Based on Notice Period and Guest Numbers			
	40 or less	41 – 70 Guests	71 to 100 Guests	101 and above Guests
274-365 days prior to arrival	N/A	N/A	N/A	N/A
182-273 days prior to arrival	N/A	N/A	N/A	25% Cancelled Numbers
91 to 181 days prior to arrival	N/A	N/A	50% Cancelled Numbers	50% Cancelled Numbers
90 -29 days prior to arrival	25% Cancelled Numbers	75% Cancelled Numbers	75% Cancelled Numbers	75% Cancelled Numbers
28- 8 days prior to arrival	90% Cancelled Numbers	90% Cancelled Numbers	90% Cancelled Numbers	90% Cancelled Numbers

17. While the Client is not required to obtain insurance to cover potential compensation to the Hotel in the event of a significant shortfall in attendee numbers, it is strongly recommended. Such insurance can help mitigate financial risk and ensure coverage for any applicable cancellation charges.

18. Any reduction in the contracted value of the booking will be subject to the Hotel’s cancellation policy, as outlined below. This includes, but is not limited to, reductions in guest numbers, services, or event duration.

19. A 10% attrition allowance will be applied to contracted numbers, permitting a reduction of up to 10% without penalty preceding 7 days prior arrival. Any reduction beyond this allowance will be subject to the Hotel's cancellation policy.

3.4 Cancellation by the Hotel:

20. * Should the Hotel for reasons beyond its control, need to make any amendment to your booking, we reserve the right to offer an alternative choice of facilities. * Should the Client make significant changes to the programme or the expected numbers of the guests, this may result in amendments in the applicable rates and/or facilities offered by the Hotel.

21. The Hotel may cancel the booking * If the booking might, in the opinion of the Hotel, prejudice the reputation of the Hotel or the University of Stirling. * If the Client is more than 30 days in arrears of payments to the University of Stirling. * If the Hotel becomes aware of any alteration to the Client's financial situation. Continued Arrival/Departure:

22. The bedroom accommodation is available from 1400 hours on the day of arrival and must be vacated by 1000 hours on the day of departure, unless specific alternative arrangements have been agreed.

23. The meeting rooms are available for the period shown on your Contract. Any extension may incur additional charges.

3.5 Force Majeure

24. In the event that either party is prevented from performing its obligations under this Agreement due to circumstances beyond its reasonable control—including but not limited to acts of God, war, terrorism, civil unrest, government restrictions, pandemics, natural disasters, or other unforeseeable events—such party shall not be held liable for any delay or failure in performance.

Should such a Force Majeure event occur, both parties agree to make reasonable efforts to **reschedule the event** to a mutually acceptable date within [60] days of the originally scheduled date, subject to venue availability and operational feasibility. Cancellation shall only be considered if rescheduling is demonstrably impossible, and only after both parties have exhausted all reasonable alternatives.

The affected party must notify the other party in writing as soon as reasonably practicable, providing details of the Force Majeure event and proposed rescheduling options.

4.0 STIRLING VENUES GROUP ACCOMMODATION

25. A booking of 9 rooms or more is considered a group booking.

At Stirling Venues, we adopt dynamic pricing, and our prices may fluctuate based on demand and availability. This is also applicable to any period which falls in between initial enquiry, and progression to a signed contract.

26. All rates quoted are subject to availability and include Value Added Tax (VAT) at the prevailing rate when your booking was made and are subject to change without notice. Special rates quoted cannot be used in conjunction with any other discount, offer or promotion.

27. Highchairs, Travel Cots and Z beds are subject to availability. Guests are strongly advised to pre book prior to arrival.

28. You and the members of your group must not resell or transfer your reservation (or any part of it) nor advertise, market or otherwise offer Stirling Court Hotel accommodation for sale either on its own or as part of a combined offer. Stirling Venues will not honour any reservations made in this way and does not accept any liability for doing so. If you are a Tour Operator and wish to book rooms at a Stirling Court Hotel accommodation you should contact stirlingvenues@stir.ac.uk.

Any bedrooms attached to an event or conference, are subject to the terms and conditions outlined in section 3.0.

4.1 Cancellation Policy

Payment terms are subject to the below tiered booking system, based on contract value (excluding VAT) at time of booking.

Tier 1	Less than or equal to £7,500
Tier 2	Less than or equal to £15,000
Tier 3	Above £15,000 or equal to £25,000

Tier 1

The cancellation of a booking by the customer must be notified in writing to Stirling Venues 12 weeks prior to arrival, with no financial penalty. Thereafter, further cancellation or reduction in numbers is chargeable as per the below:

12 weeks prior to arrival	25% of the value of the cancelled numbers or contract value.
10 weeks prior to arrival	50% of the value of the cancelled numbers or contract value.
8 weeks prior to arrival	100% of the value of the cancelled numbers or contract value.

Tier 2

The cancellation of a booking by the customer must be notified in writing to Stirling Venues 24 weeks prior to arrival, with no financial penalty. Thereafter, further cancellation or reduction in numbers is chargeable as per the below:

24 weeks prior to arrival	25% of the value of the cancelled numbers or contract value.
20 weeks prior to arrival	50% of the value of the cancelled numbers or contract value.
16 weeks prior to arrival	100% of the value of the cancelled numbers or contract value.

Tier 3

The cancellation of a booking by the customer must be notified in writing to Stirling Venues 36 weeks prior to arrival, with no financial penalty. Thereafter, further cancellation or reduction in numbers is chargeable as per the below:

36 weeks prior to arrival	25% of the value of the cancelled numbers or contract value.
30 weeks prior to arrival	50% of the value of the cancelled numbers or contract value.
24 weeks prior to arrival	75% of the value of the cancelled numbers or contract value.
16 weeks prior to arrival	100% of the value of the cancelled numbers or contract value.

4.2 Check in and Check out

29. Stirling Court Hotel only: You can check in from 2pm on the day of arrival and check out is 10am on the day of departure, unless specific alternative arrangements have been agreed with Stirling Venues.

4.3 Room Configuration

30. Breakdown of specific room types required, should be requested in writing to Stirling Venues. We will endeavour to accommodate specific requests at time of contract. Stirling Court Hotel reserve the right to change this configuration at any given time.

4.4 Accessibility

31. We're committed to making your stay comfortable and inclusive. To help us meet your needs, please let us know at the time of booking if you have any specific accessibility requirements.

4.5 Damages

32. If you or your group cause damage or loss of any kind to a Stirling Venues accommodation, other guests or their property, you (as the person making the booking) will be responsible for that damage or loss and you shall be liable to pay Stirling Venues on demand the amount required to make good or remedy such damage or loss.

5.0 GENERAL:

33. The Hotel reserves the right to approve, at the time of booking, any externally arranged services or activities that you have arranged and cannot accept liability for any resultant cost.

34. Should any of your delegates be unable to correct any aspect of poor behaviour or activities unacceptable to the Hotel, the Hotel reserves the right to terminate their stay. Should this occur, no monies will be refunded. The Manager's decision is final. In the case of a residential booking, the responsible person(s) must be a residential attendee(s). The Client shall ensure that the responsible person(s) brings these conditions to the notice of all Attendees.

35. The costs of repairing any damage caused to the property, contents or grounds by any of your guests must be reimbursed to the Hotel by the Client. The Hotel reserves the right to charge the Client the amount of any charges which the Hotel, in its absolute discretion, decides to refund another client or clients by reason of the disorderly conduct of any one or more of the Attendees.

36. The welfare of child/ren present within the boundaries of Stirling Court Hotel is the sole responsibility of the parent/guardian of the child/ren

37. No wines, spirits or foods brought into the Hotel may be consumed.

38. The Hotel will not be liable for any failure to provide or delay in providing facilities, services, food or beverages as a result of events or matters outside its control.

39. The Hotel's name/logo may only be used in publicity, once a proof of the promotional material has been agreed with the Hotel.

40. The Client is responsible for ensuring any band or musician employed by them complies with statutory requirements and the requirement of the Management.

41. The Hotel must comply with certain licensing (including network use) and statutory requirements and requires the client to fulfil their obligations in this respect.

42. With regard to health and safety, prior written approval is required if you wish to fix items to the walls, floor or ceilings.

43. Prices quoted include VAT at the rate prevailing when the contract was prepared and are subject to alterations should the rate change.

44. All public areas within Stirling Court Hotel are non-smoking. Any guests wishing to smoke may do so in the designated outdoor area.

Last updated October 2025