

THE MANDOLAY HOTEL

TERMS & CONDITIONS – ONLINE MEETING & EVENT BOOKING PLATFORM

Thank you for choosing the Mandolay Hotel to host your event. The following terms and conditions apply to your booking.

The Mandolay Hotel is the trading name of William Hay and Stephen Hay. Our address for service is The Mandolay Hotel, 36-40 London Rd, Guildford GU1 2AE; ("our", "we" and "the Hotel").

Reference to "you" and "your" shall mean the customer identified in the Confirmation of Booking.

By booking your Conference / Event with the Hotel, which will be acknowledged by the Hotel as a Confirmation of Booking, you are bound by these Terms and Conditions and the other prevailing Terms and Conditions applicable to your booking, including but not limited to the Hotel's accommodations and car parking terms and conditions.

Online Meeting Room Bookings – Terms & Conditions

1. Booking & Payment

All meeting room bookings made through our online booking platform are confirmed once full payment has been taken. Your booking is confirmed immediately and forms a contract with the hotel.

2. Non-Refundable & Non-Transferable

All bookings are non-refundable and non-transferable.

This means:

No refunds are given for cancellations, no-shows, or changes of mind

Bookings cannot be moved to another date, time, or person

Reductions in numbers or changes to the booking details are not refundable

Please ensure all details are correct before completing your booking.

3. Changes to Bookings

Once a booking has been confirmed, it cannot be amended. If you need a different date or room, a new booking will be required, subject to availability and current rates.

4. Use of the Meeting Room

Meeting rooms are available only for the times booked. Early access or extensions are subject to availability and may incur additional charges.

5. Hotel Changes

We reserve the right to allocate an alternative meeting room of a similar size and standard if operationally required.

6. Damage & Behaviour

You are responsible for any damage caused by you or your attendees during the booking. We reserve the right to end a meeting without refund if behaviour is unsafe, disruptive, or inappropriate.

7. Liability

We are not responsible for loss or damage to personal belongings brought onto the premises, unless caused by our negligence.

8. Circumstances Beyond Our Control

We are not liable for failure to provide the booking due to events beyond our reasonable control. In such cases, we will act fairly and in line with our legal obligations.

9. Governing Law

These terms are governed by the laws of England and Wales.

By completing this booking, you confirm that you have read and accepted the non-refundable and non-transferable terms.