

Terms and Conditions

Groups, Meetings, Events

1. Booking Confirmation

- 1.1 A booking is not confirmed until the Hotel has received full prepayment of the booking fee or payment of the deposit as specified in the booking form.
- 1.2 A provisional booking will be held for 7 days from the date the booking form is issued to the Client, unless it is an Exclusive Use booking, in which case it will be held for 14 days. If payment of the booking fee or deposit is not received within this period, the booking will be automatically released without further notice to the Client.
- 1.3 The Client acknowledges that by making either full prepayment of the booking fee or payment of the deposit, they confirm that they have read, understood, and agreed to be bound by these Terms and Conditions.

2. Booking Types

- 2.1 Group Room Bookings
 - 2.1.1 A booking of 5 rooms or more is considered a group and would be subject to these terms and conditions. If the number of rooms falls below this threshold, the Hotel reserves the right to amend pricing and applicable terms.
 - 2.1.2 Subject to clause 2.1.1 above, the Client may reduce the number of rooms under the booking:
 - (a) By up to 5 rooms between 8 – 6 weeks prior to the date of the booking;
 - (b) By up to 2 rooms between 6 weeks – 72 hours prior to the date of the booking. Any refund in respect of such reduction will be calculated on a pro-rata basis at the Hotel's sole discretion and deducted from any booking fee that remains payable by the Client. Any residual amount, after such deduction, will then be returned to the Client.
 - 2.1.3 Any request to add guests or rooms after the booking has been confirmed are subject to approval and further charges.
 - 2.1.4 No reductions in room numbers will be accepted within 72 hours of the booking date, and no refunds will be given for any unused rooms or services.

- 2.1.3 The Client may cancel the booking without charge up to 8 weeks prior to the date of the booking, in which case any deposit or booking fees already paid will be refunded in full. If the Client cancels the booking after this period, all deposits and booking fees paid shall be non-refundable, and any outstanding or overdue amounts at the time of cancellation shall become immediately due and payable in full.

2.2 Private Dining

- 2.2.1 The Client is required to confirm final number of guests for private dining no less than 48 hours prior to the booking date.
- 2.2.2 Any additional guests joining the booking after final numbers have been confirmed are subject to approval and further charges.
- 2.2.3 Unless otherwise stated in the booking form, menu selections, pre-ordering of beverages and any dietary or allergen information must be confirmed by the Client no less than 14 days prior to the booking date. Should the Client's preferred choices not be available for any reason, the Hotel may substitute items of a similar nature and quality.
- 2.2.4 The Client may cancel the booking without charge up to 4 weeks prior to the date of the booking, in which case any deposit or booking fees already paid will be refunded in full. If the Client cancels the booking within 4 weeks of the booking date, a cancellation fee of £250 will apply.

2.3 Day Delegate Package

- 2.3.1 Final attendee numbers must be confirmed by the Client 7 days in advance of the meeting and the total fee will be charged based on this number.
- 2.3.2 Unless otherwise stated in the booking form, menu selections, pre-ordering of beverages and any dietary or allergen information must be confirmed by the Client no less than 7 days prior to the booking date. Should the Client's preferred choices not be available for any reason, the Hotel may substitute items of a similar nature and quality.
- 2.3.3 Access times and room use periods will be as specified in the booking form. Early access or extended use may incur additional fees.
2.1.2 Basic Wi-Fi and standard AV equipment are included. Additional technical support or equipment may incur extra charges and must be requested at least 7 days in advance.
- 2.3.4 Basic Wi-Fi and standard AV equipment are included. Additional technical support or equipment may incur extra charges and must be requested at least 7 days in advance.

- 2.3.5 The Client may cancel the booking without charge up to 4 weeks prior to the date of the booking, in which case any deposit or booking fees already paid will be refunded in full. If the Client cancels the booking within 4 weeks of the booking date, a cancellation fee of £250 will apply.

2.4 Rooms & Delegate Package

- 2.4.1 Access times and room use periods will be as specified in the booking form. Early access or extended use may incur additional fees.
- 2.4.2 The Client may reduce the number of rooms under the booking:

(a) By up to 5 rooms between 8 – 6 weeks prior to the date of the booking;

(b) By up to 2 rooms between 6 weeks – 72 hours prior to the date of the booking (unless the Client has already reduced the number of rooms in the period 8 – 6 weeks prior to the date of the booking, in which case no further reduction shall be permitted).

Any refund in respect of such reduction will be calculated on a pro-rata basis at the Hotel's sole discretion and deducted from any booking fee that remains payable by the Client. Any residual amount, after such deduction, will then be returned to the Client.

- 2.4.3 Any request to add guests or rooms after the booking has been confirmed are subject to approval and further charges.
- 2.4.4 No reductions in room numbers will be accepted within 72 hours of the booking date, and no refunds will be given for any unused rooms or services.
- 2.4.5 Unless otherwise stated in the booking form, menu selections, pre-ordering of beverages and any dietary or allergen information must be confirmed by the Client no less than 14 days prior to the booking date. Should the Client's preferred choices not be available for any reason, the Hotel may substitute items of a similar nature and quality.
- 2.4.6 The Client is required to confirm final number of guests for any dining included as part of the package no less than 48 hours prior to the booking date.
- 2.4.7 The Client may cancel the booking without charge up to 8 weeks prior to the date of the booking, in which case any deposit or booking fees already paid will be refunded in full. If the Client cancels the booking after this period, all deposits and booking fees paid shall be non-refundable, and any outstanding or overdue amounts at the time of cancellation shall become immediately due and payable in full.

2.5 Exclusive Use

- 2.5.1 An exclusive use booking grants the Client sole use of the Hotel's agreed facilities, including guest rooms and event spaces, as specified in the booking form. Other guests or events will not be accommodated during this period unless otherwise agreed.
- 2.5.2 Only areas specifically included in the exclusive use agreement are available for private use. Access to staff areas or non-booked facilities is prohibited.
- 2.5.3 Hotel staff will remain on-site and in control of hotel operations at all times. Clients and guests must adhere to reasonable instructions from staff throughout the period of exclusive use.
- 2.5.4 Final numbers for catering and room setup must be confirmed at least 4 weeks prior to the booking date. Any additional guests joining the booking after final numbers have been confirmed are subject to approval and further charges.
- 2.5.5 Fees charged to the Client will be based on this confirmed number or actual number of attendees, whichever is higher. No allowance or refund can be made for meals and other elements not taken within the agreed quoted rate.
- 2.5.6 The pricing and allocations for exclusive use packages are set by the Hotel and cannot be negotiated. Clients are unable to exclude individual elements from the package in order to reduce the overall price. The quoted package price reflects the full value of the services provided as outlined.
- 2.5.7 An exclusive use booking may be cancelled without penalty up to 12 months prior to the booking date.
- 2.5.8 In the event of any cancellation or alteration to the booking by the Client within 12 months of the booking date, the Hotel will take reasonable steps to mitigate its losses and to re-let the bedrooms, private dining spaces and restaurant at similar rates. The Client will be liable for all losses incurred by the Hotel resulting from unoccupied spaces or reduced rates. Cancellation charges imposed by the Hotel will therefore reflect the actual loss incurred. Any such losses will be deducted from the deposit and any booking fee already paid by the Client; however, this does not relieve the Client of responsibility for covering any additional losses incurred by the Hotel beyond those amounts.
- 2.5.9 Please note that exclusive use bookings at THE PIG-in the Cotswolds do not extend to use of The Village Pub or Fieldhouse Spa, which will remain accessible to the public and other hotel guests unless otherwise stated.

Access to The Village Pub and Fieldhouse Spa will be subject to availability and may require separate booking and incur additional fees.

3. Payments

- 3.1 Unless stated otherwise in the booking form, the party designated as responsible for payment in the booking form – either the Client or the Lead Guest – must make the following payments:
- 3.1.1 for Group Room bookings a deposit of 50% of the total booking fee is payable at the time the booking is made; and
 - 3.1.2 for Private Dining bookings a £250 deposit payable at the time the booking is made;
 - 3.1.3 for Day Delegate Packages 100% of the total booking fee is payable at the time the booking is made;
 - 3.1.4 for Rooms & Delegate Packages 100% of the total booking fee is payable at the time the booking is made;
 - 3.1.5 for Exclusive Use bookings a deposit is payable as follows:
 - (a) for bookings made within 6 months of the booking date 100% of the total booking fee is payable at the time the booking is made;
 - (b) for bookings made within 6 – 12 months of the booking date a deposit of 50% of the total booking fee is payable at the time the booking is made;
 - (c) for bookings made more than 12 months in advance of the booking date a deposit of 25% of the total booking fee is payable at the time the booking is made.
- The remaining balance of the total booking fee must be paid in accordance with the payment schedule detailed in the booking form.
- 3.2 Any additional charges or expenses incurred outside the agreed package set out in the booking form (including food, beverages, corkage, spa treatments, services, or damages not covered by the booking fee) are the responsibility of the designated paying party in the booking form and must be settled in full upon receipt of the final invoice issued on, or following the day of the booking.
- 3.3 Unless stated otherwise in the booking form, VAT is included in the price quoted at rate for the booking. Should the tax rate change any increase will be passed onto the designated paying party.
- 3.4 The party designated in the booking form as responsible for payment, whether the Client or the Lead Guest, is liable for the full payment of all contracted costs. Any resale or redistribution of booking elements (such as accommodation, event attendance, or services) to attendees is the sole responsibility of the designated paying party and must be managed directly by them. The Hotel will not be involved in, nor accept liability for, any such arrangements.

- 3.5 The Hotel reserves the right to withhold services or cancel the booking without liability if payment is not made in accordance with these terms.

4. Agents & Commission

- 4.1 Where the Client enters into the booking through an agent, the agent shall be deemed to act on behalf of the Client and not the Hotel. The Client remains fully responsible for all booking-related obligations, including payment of all amounts due to the Hotel, unless otherwise specified in the booking form or agreed in writing between the Hotel and the agent.
- 4.2 The Hotel shall not be bound by any representations, terms, or promises made by an agent unless confirmed in writing by the Hotel. The Client is responsible for ensuring that any material terms discussed with the agent are reflected in the booking form or otherwise agreed in writing by the Hotel.

5. Cancellation & Amendments

- 5.1 The Hotel will endeavour to accommodate last-minute changes but cannot guarantee availability.
- 5.2 The Hotel reserves the right to make minor changes to the booking details, where required, due to circumstances beyond its control.
- 5.3 The Hotel will promptly inform the Client of any construction or renovation works scheduled before or during the booking date that may materially impact the booking. The Hotel will use reasonable efforts to minimise any disruption.
- 5.4 If the booking cannot proceed due to a force majeure event affecting the Client (including, but not limited to, illness, death of an immediate family member, government travel bans, or other exceptional circumstances beyond the Client's control, excluding any situation caused by the Client's own actions or negligence), and the Client provides reasonable notice and supporting evidence, the Client may reschedule the booking to a future date, subject to availability. All deposits and booking fees will be transferred to the new date.
- 5.5 If the booking cannot proceed due to a force majeure event that directly affects the Client (including but not limited to: critical illness, death of an immediate family member, government travel bans, or other exceptional circumstances beyond the Client's reasonable control, but excluding any situation caused by the Client's own actions, negligence, or failure to take reasonable precautions), and the Client provides the Hotel with reasonable written notice and supporting evidence, the Client may reschedule the booking to a suitable future date, subject to availability.

In such cases, all deposits and booking fees paid will be transferred to the new date.

- 5.6 If the Hotel is unable to fulfil the booking due to circumstances beyond its control, including but not limited to natural disasters, government restrictions, pandemics or epidemics, strikes, civil unrest, acts of terrorism, fire, or failure of utilities, the Client may either reschedule the booking or receive a full refund of all payments made. In no event shall the Hotel be liable for any additional costs, losses, or damages incurred by the Client.

6. Client Responsibilities

- 6.1 The Client agrees to comply with all applicable health and safety, licensing, and legal requirements during the booking, and to follow all reasonable instructions issued by the Hotel in connection with these obligations.
- 6.2 The Client will make the Hotel aware of any known accessibility needs of guests with disabilities attending the booking.
- 6.3 The Client is responsible for the behaviour of all guests, agents, employees, contractors, and invitees at the Hotel during the booking. The Hotel reserves the right to remove individuals or terminate the booking without refund in case of disorderly conduct, abuse to any Hotel staff or non-compliance with any legal or safety obligations.
- 6.4 The Client must ensure that the Hotel property, furniture, and equipment are used appropriately and left in good condition.
- 6.5 The Client agrees to vacate all reserved spaces by the time specified on the booking form. Failure to do so may result in additional charges for extended use, at the discretion of the Hotel. The Client is responsible for ensuring that all guests depart promptly to allow for any necessary preparations for subsequent events or bookings.
- 6.6 The Client is responsible for making all necessary arrangements in relation to any registration service, civil ceremony, or blessing to be held at the Hotel.

7. Food and Beverage

- 7.1 It is the responsibility of the Client to ensure any dietary and allergy information for their party is communicated clearly to the Hotel.
- 7.2 Unless otherwise agreed by the Hotel, only food and beverage provided by the Hotel may be consumed on the premises.

8. Third Party Suppliers and Equipment

- 8.1 Any third-party suppliers (e.g., AV, entertainment, decorators) used by the Client must be approved in advance in writing by the Hotel and may be required to confirm they hold appropriate insurance.
- 8.2 No deliveries including but not limited to marquees, tables, chairs, food, drink, flowers, or music equipment must occur before the booking date without prior permission from the Hotel. All such items must be removed from the premises by the end of the booking.
- 8.3 All equipment brought on-site by third parties must be PAT-tested and compliant with fire safety regulations. The Hotel accepts no responsibility for the safety, operation or loss of third-party equipment.
- 8.4 The Hotel disclaims liability for any services provided by third parties, even if introduced or recommended by the Hotel.

9. Decoration and Use of Space

- 9.1 The Hotel will remain decorated in its standard PIG style set up for daily use. Any additional floristry or styling and any hire of additional tables, chairs and decorations must be discussed and agreed with the Hotel in advance, and is at the cost of the Client.
- 9.2 No fixtures or fittings may be attached to the property including walls, ceilings, or furniture without the prior permission of the Hotel. The Hotel does not allow anything to be stuck or hung to the walls in any of its private dining rooms.
- 9.3 The Client is responsible for removing all decorations at the end of the booking. Any items left behind may be disposed of by the Hotel at its discretion, and the Client may be charged for any related removal or cleaning costs.
- 9.4 Open flames, glitter, smoke machines, and similar items that present a fire hazard or require extensive cleaning are not permitted unless explicitly agreed in writing by the Hotel. The use of biodegradable confetti may be permitted but must be approved in advance by the Hotel.
- 9.5 Due to the location of the Hotel, the use of fireworks and Chinese lanterns are not permitted.

8. Third Party Suppliers and Equipment

- 10.1 All regulated music must be kept within the noise limits permitted by the Hotel's premises licence, and must stop at the time agreed in advance with the Hotel.
- 10.2 To help manage sound levels, all doors and windows must remain closed during any live or amplified entertainment, wherever possible.
- 10.3 Guests and attendees are kindly requested to keep noise, including raised voices, to an acceptable level when outside the Hotel after nightfall.

11. Smoking

- 11.1 Smoking is only permitted in designated outdoor areas of the Hotel. It is illegal and strictly prohibited within any of the Hotel's buildings, including bedrooms and all indoor spaces. The use of vapes and e-cigarettes is also prohibited inside any building. The Client is responsible for ensuring all guests comply with this requirement.
- 11.2 If evidence of smoking or vaping is found within any building, the Hotel reserves the right to charge the costs of cleaning or redecoration resulting from this to the Client and the guest.

12. Liability

- 12.1 The Client shall be liable for any damage, loss, or excessive cleaning charges caused by the Client or their guests, agents, employees, or contractors.
- 12.2 The Hotel shall not be liable for any loss, damage, or theft of personal or business property belonging to the Client or their guests, agents, employees or contractors.
- 12.3 The Hotel's total liability to the Client for any claims, losses, damages, or expenses arising out of or in connection with the booking, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the total amount payable by the Client under the booking.
- 12.4 Nothing in this agreement shall operate to exclude or limit the Hotel's liability for death or personal injury caused by the Hotel's negligence or fraud or fraudulent misrepresentation; or any other liability that cannot lawfully be limited or excluded.

13. Insurance

- 13.1 The Client is strongly advised to obtain suitable event insurance to cover potential losses arising from cancellation, postponement, property damage or other unforeseen circumstances.
- 13.2 The Hotel maintains appropriate insurance coverage for its own property and operations, including public liability insurance, in accordance with applicable legal requirements.

14. Data Protection

- 14.1 The Hotel will process Client and guest data in accordance with UK GDPR and its Privacy Policy which can be found at <https://www.thepighotel.com/privacy-policy>.
- 14.2 The Client is responsible for ensuring that any data provided to the Hotel has been lawfully obtained and shared.

15. General

- 15.1 These Terms and Conditions, together with the booking form and any documents referred to within them, constitute the entire agreement between the Hotel and the Client and supersede any prior discussions, correspondence, or agreements relating to the booking.
- 15.2 These Terms and Conditions, together with the booking form and any documents referred to within them shall be governed by and construed in accordance with the law of England and Wales. Each party irrevocable agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the agreement or its subject matter or formation.

16. Complaints

- 16.1 If the Client has any queries about their booking or is dissatisfied by any of the services provided by the Hotel, the Client should contact the Hotel at the earliest opportunity to allow the Hotel the chance to address and resolve the issue. Upon receiving a complaint, the Hotel's customer care team will review the matter and provide a response within 28 days.
- 16.2 If the Client is dissatisfied with this response the Client may request that the complaint be escalated. In such cases, the complaint will be reviewed by a senior member of staff, who will reassess the situation and issue a further response within 28 days of the escalation request.