



Thank you for requesting information about our conference facilities here at the Comfort Hotel. The details contained in this pack should answer any questions you may have, should this not be the case then please contact us.

We would be happy to arrange a time to meet with you and discuss your personal plans, together with a show around of our facilities.

The Comfort Hotel is situated just off Great Yarmouth seafront & a five minute drive from all business & industrial areas, with North Denes heliport just 2 miles away. The hotel has 50 en-suite bedrooms, complimented with a satellite TV, radio/alarm, hairdryer, tea & coffee making facilities, modem point telephone and Wi-Fi internet access.

### **The Garden Suite**

Located on ground floor level, the Garden Suite is the ideal venue to suit a variety of functions, from conferences to presentations.

The Suite offers data display equipment and air conditioning, it also benefits from an integral dance floor. There is plenty of natural daylight as the room overlooks the hotels garden and swimming pool.

### **Below Decks Restaurant**

Our Restaurant has an extensive menu offering a fine selection of freshly prepared food. Imaginative choices are carefully prepared and beautifully presented by our Chefs, with dishes that reflect local seasonal produce.

### **The Look-out Bar**

The Look-out Bar is the ideal location to enjoy a leisurely drink. It offers an extensive range of wines, spirits, beers and cocktails. An excellent bar snack menu is also available.

## **Conference and Meetings**

### **Day Delegate Rate, inclusive of;**

Hire of Meeting Room  
Arrival Tea, Coffee & Biscuits  
Mid-Morning Tea, Coffee & Danish Pastries  
2 Course Buffet Lunch with Coffee  
Afternoon Tea, Coffee & Biscuits  
Conference Pads and Pens  
Flip Chart x 2  
OHP & Screen  
Iced Water, Cordials and Mints

**£22.50 per delegate**

### **24 Hour Residential Rate, inclusive of;**

Hire of Meeting Room  
Arrival Tea, Coffee & Biscuits  
Mid-Morning Tea, Coffee & Danish Pastries  
2 Course Buffet Lunch with Coffee  
Afternoon Tea, Coffee & Biscuits  
Conference Pads and Pens  
Flip Chart x 2  
OHP & Screen  
Iced Water, Cordials and Mints  
3 Course Dinner, Bed and Full English breakfast

**£82.50 per delegate**

All prices include VAT @ 17.5%

All prices are subject to change without prior notice unless previously contracted

### **Additional Information**

Garden Suite Room Hire Only	£175.00
Bacon Rolls	£1.95
Tea & Coffee	£1.50
Tea, Coffee & Biscuits	£1.75
Tea, Coffee & Pastries	£2.95
Flip Chart	£10.00
TV & Video	£35.00

### **Booking Procedure**

#### **Provisional Reservations**

These will be held for 2 weeks, at which time you must either confirm or cancel the booking. If we have not heard from you we will automatically release the booking.

#### **Confirmation Deposit**

Your reservation must be confirmed in writing, giving brief details of your plans. A deposit is required with your confirmation, all deposits & pre-payments are **NON-REFUNDABLE & NON-TRANSFERABLE**.

#### **Final Details**

Your plans for the day must be finalised with us 4-5 weeks prior to the event. At which time a pro-forma invoice will be raised for the final balance payment, which must be settled 21 days prior to your function. The final number of delegates confirmed at this time is the minimum number that will be charged for. No refund will be given for a reduction in numbers after the final payment is made.

#### **Cancellation**

Should it be necessary for you to cancel your reservation all pre-payments are **NON-REFUNDABLE**. A further charge may be raised for cancellations made within 6 months of the conference wedding date. The hotel reserves the right to cancel your reservation for the reasons given in section 11 of the terms & conditions.

**Sample of a 2 Course Hot & Cold Buffet Lunch**

**Peppered Pork Steak**

in a green pepper and red onion cream, served with wedges

**Beef Curry**

served with rice

Lettuce Leaves

Cucumber

Tomatoes

Mixed Peppers

Red Onion

White Onion

Celery

Ham

Assorted Quiche

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**Strawberry Gateau**

served with fresh pouring cream

**Fresh Fruit Salad**

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**Coffee and Tea**

## **Conference Menu**

### **Fork Buffet**

**Assorted Homemade Quiches**

**A Platter of Smoked & Roasted Meats**

**Char Grilled Pork Ribs** served with a mint & yoghurt dressing

**Traditional Pork Pie** served with home-made chutney

**Chicken Goujons** served with sour cream

**Spicy Vegetable Samosa's**

**Puff Pastry Seafood Bake** served with a saffron scented sauce

**Selection of Salads** with coleslaw, rice and mixed salad

**Crispy Coated Mushrooms** served with a garlic dressing

**Roasted New Potatoes** with garlic & bacon

**Freshly Baked Flavoured Rolls**

**White Chocolate & Malibu Mousses** served in a Filo basket

**Assorted Cheese Board** with biscuits

Choose any 6 items for £15.95

Choose and 8 items for £18.95

## **Conference Menu**

### **Finger Buffet Menu**

Danish Open Sandwiches  
Sausage Rolls  
Assorted Home-made Quiche  
Spicy Chicken Wings  
Assorted Quiches  
Tortilla Chips and Dips  
Fresh Pizza Slices  
Assorted Vol au Vents  
Crudities & Dips  
BBQ Chicken Drumsticks  
Pork Pie Slices with Pickle  
Pitta Bread and Taramasalata  
Vegetable Samosa's  
Cocktail Sausages  
Jacket Potato Wedges with Garlic Mayonnaise  
Coleslaw & Potato Salad  
Assorted Salad  
A Platter of Shellfish

Choose any 6 items for £9.50, per person  
Choose any 8 items for £11.95, per person  
Choose any 10 items for £13.95, per person

All prices are subject to change with out prior notice, unless previously contracted

All buffets will be left out for a maximum of 1 ½ hours  
to comply with Health and Safety rulings

## Comfort Hotel TERMS & CONDITIONS

### **1. Proposals**

The following terms and conditions of contract apply from the date of this contract confirmation. Written confirmation of a booking implies acceptance of these terms and conditions.

### **2. Payment**

Payment shall be cash, cheques bankers draft or such credit cards that are recognised by the Hotel. The Hotel reserves the right to require payment of a deposit at any time prior to the holding of a function, the amount of which will be determined by the Hotel. Should the customer fail to pay such deposit within seven days of being asked to do so, the Hotel must treat the booking as having been cancelled by the customer. Full payment of all charges, including VAT, must be made to the Hotel at least 21 days prior to the commencement of the function.

### **3. Licensing and Statutory Regulations**

The Hotel and functions within it are subject to Statutory Regulations including those relating to fire precautions and entertainment. The regulations must be strictly observed and a copy is available from the Administration Office. The provisions of the Licensing Act 1964 as amended must also be observed in England and in Scotland the provisions of the Scottish Licensing Act 1976.

### **4. Third Party Personal Insurance**

The Hotel shall not be held responsible for the death of bodily injury arising from any cause whatsoever to

- a. Person visiting the allocated room on behalf of, at the request of the customer, whether such death of injury occurs within the allocated room or in any other part of the Hotel.
- b. Persons employed by the Hirer during the period of hire whether such death or injury occurs within the allocated rooms or in any parts of the Hotel.

### **5. Cloaks and Personal Property**

The Hotel does not accept responsibility for the property of customers or guests. Cloakrooms are provided for the convenience of the customers and guests but any good deposited in the cloakrooms are deposited at the owner's risk and without any obligation on the part of the company. Insurers can be recommended by the Hotel to cover any function.

### **6. Equipment**

The Hotel will assist clients, where reasonably possible with storage of equipment, etc. The hotel does not accept any liability for loss or damage to any item of equipment, furniture, stock or the like.

### **7. Professional Bodies and Performing Rights**

The Hotel reserves the right to object to the employment by customers and guests of any photographer, band, musician or other persons in conjunction with any function and will without obligation be pleased to give customers and guests the benefit of their advice or recommendations in this connection. It shall be the responsibility of the customer that, where applicable, Performing Rights Society Forms are completed by any band, musician employed by the customer. All equipment used by performers at the Hotel must have the relevant safety certificates.

### **8. Corkage**

No wines or spirits may be brought into the allocated rooms by customers or guests for consumption on the premises unless the prior consent of the Hotel has been obtained and for which a charge will be made.

### **9. Finishing Times**

Functions are required to finish at the time agreed when the booking is made. Extensions to this time are at the sole discretion of the Hotel in any event, subject to the Licensing Statutory Regulations referred to in clause 2.

**10. Re-Confirmation**

The customer shall notify the Hotel not less than 4 – 5 weeks prior to the function, the anticipated number of guests attending. Amendments to the numbers must be notified to the Hotel no less than 48 hours prior to the function and final numbers should be not less than 90% of the number first booked. The amount payable by the customer shall be calculated 21 days prior to event and are based on confirmed numbers, given 4-5 weeks prior. The size of the function space allocated is based on the expected number of attendees, and in the case of more than a 10% reduction, the Hotel reserves the right to change the allocation function space or apply a surcharge.

**11. Cancellations**

If the client cancels the function, the following surcharge charges will be due.

For cancellations between 52 weeks and 20 weeks prior to the date, the charge will be 20% of the estimated total account.

For cancellations between 20 weeks and 8 weeks prior to the date, the charge will be 70% of the estimated total account.

For cancellations between 8 weeks and the date, the charge will be 100% of the estimated total account. The Hotel will endeavour to re-let the allocated function space and a reduction of the cancellation charge will be made if the Hotel is successful in re-letting part or all of the allocated space.

**12. Non Arrivals**

Bedrooms reserved in conjunction with the function are subsequently cancelled or not taken up will be a subject to the cancellation policy set out in paragraph 11.

**13. General Liability**

The Hotel will not be liable for any failure to provide the services contracted in the following circumstances;

A.

1. Industrial action by the Hotel employees
2. Industrial action by the staff of a major supplier
3. Fire, lighting, aircraft impact, explosion, riot or civil commotion, malicious damages, storm, tempest, flood, burst pipes, earthquake and impact.
4. Postal bookings which do not reach them
5. Breakdown of plant or failure to supply to Hotel of gas, electricity, water services, etc. Without prejudice to the foregoing and without inferring and liability against them, the Hotel to take all possible action to alleviate any such inconvenience.

B. The contract shall not be assignable

C. This contract shall be governed by and constructed in all respect in accordance with the law of the country in which the Hotel for which the booking is made is situated.

**14. Damage**

The customer shall be responsible for any damages caused to the allocated rooms or the furnishings, utensils and equipment therein by any act, default or neglect of the customer, subcontractor or guests of the customer and shall pay the Hotel on demand

The amount required to make good or remedy any such damage.

**15. Advertising**

Clients wishing to print details of the Hotel or its telephone number in any publication or advertisement must obtain written agreement from the Hotel management prior to doing so.

**16. Hotel Proprietor's Act 1956**

This agreement does not affect any rights which the customer may have under the Hotel Proprietors Act 1956 where the Act applies.