

## WELCOME TO THE COMFORT HOTEL GREAT YARMOUTH

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 to discuss your personal plans together with a show around of our facilities.

The Comfort Hotel has unique qualities which makes it the perfect conference venue in Great Yarmouth whether you are planning:

Small Meeting

Large Conference

Training or Team Building Event

Full Scale Seminar

Corporate Party

Private Dining

Evening Reception

Our superb facility for your conference at the Comfort Hotel includes:

- ◆ A first-class meeting room for 2 to 100 delegates
- ◆ 50 well-appointed bedrooms
- ◆ Superb multimedia equipment and WIFI internet connection  
in every room
- ◆ Great food served in our contemporary Grill Restaurant or in the  
privacy of the Garden Suite
- ◆ Choice of day delegate and 24 hour packages

**The Comfort Hotel** is situated just off Great Yarmouth's Golden Mile and just a 5 minute drive from Great Yarmouth and Gorleston's business and industrial areas. Our hotel boasts 50 en-suite bedrooms, complimented with todays modern comforts including cable television and free Wi-Fi access throughout the hotel. We have a contemporary restaurant serving the best quality food in the area. Our bar facilities are open 24 hours a day to residents of the hotel and we offer the only fully enclosed garden in Great Yarmouth for you to enjoy. Complimentary parking is on site and on road.

### Rooms Available For Business Meetings

**The Garden Suite**

Located on the ground floor level, the Garden Suite is the ideal venue to suit a variety of functions from conferences to presentations. The seating capacity is for up to 100 delegates.

This Suite offers air conditioning with ample space for displays and projection equipment; it also benefits from an integral dance floor, plenty of natural daylight and leads out onto the hotel gardens.

**The Grill Restaurant**

Located on the lower level The Grill is the ideal location for your refreshment breaks. Imaginative dishes are freshly prepared and beautifully presented by our Chefs which reflect local seasonal produce.

**Our Bar**

Our bar is located on the ground floor level and is ideal for syndicate work or for a social lunch break. We have an extensive range of wines, spirits, beers and soft drinks.

**Seating Capacities**

**The Garden Suite:**

Conference: 50	Square: 50	U-Shape: 40
Hollow Square: 50		

Classroom: 50	Rounds: 70	Theatre: 100	Chevron:
50			

**The Grill Restaurant:**

Conference: 20	Square: 20	U-Shape: 20	Hollow
Square: 20			
Classroom: 20	Rounds: -	Theatre: 50	
Chevron: 20			

**Conferences and Meetings**

**Room Hire Only**

Garden Suite: POA dependant on requirements and numbers for full day and half day

**Day Delegate Package:**

- Tea/Coffee with biscuits on arrival
- Mid-morning tea/coffee & Danish Pastries
- Afternoon tea/coffee & biscuits
- Hire of the main conference room with conference pads and pens
- Iced water, cordials and mints
- LCD Projector, screen, flipchart and pens
- Working 2 course buffet lunch with tea/coffee
- Rates are based on a minimum number of 10 delegates

**From 22.50 per person—Includes VAT**

### **24hr Day Delegate Package**

- Tea/Coffee with biscuits on arrival
- Mid-morning tea/coffee & Danish Pastries
- Working 2 course buffet lunch with tea/coffee
- Hire of the main conference room with conference pads and pens
- Iced water, cordials and sweets
- LCD Projector, screen, flipchart and pens
- 3 course dinner with coffee in our Grill Restaurant
- En-suite accommodation
- Full English Breakfast
- Rates are based on a minimum number of 10 delegates

**From £82.50 per person—Includes VAT**

### **Bespoke Accommodation Rates**

Available on request

### **Additional Information**

Tea/Coffee	£1.50 per serving
Tea/Coffee & Biscuits	£1.75 per serving
Tea/Coffee & Pastries	£2.95 per serving
Bacon Rolls	£2.50 per serving
2lt Jugs Orange/Apple Juice	£5.00 per jug
Flip Chart & Pens	£10.00
LCD Projector Screen	£20.00 per day
Paper, Pencils & Pens	FREE

### **SAMPLE SANDWICH BUFFET**

#### **Selection of four fillings on brown & white bread**

- Beef & Horseradish
- Tuna & Mayonnaise with Cucumber
- Egg Mayonnaise

Ham & English Mustard  
Mature Cheddar Cheese and Pickle  
Turkey & Cranberry

Sausage Rolls  
Nachos with a Salsa Sauce  
Chips

**£7.75 per person**

### **SAMPLE HOT AND COLD BUFFET**

#### **Chefs selection of Salads**

Tomato & Red Onion  
Tossed Green Salad  
Coronation Chicken  
Classic Caesar Salad

#### **Hot Selection**

BBQ Chicken Wings  
Breaded Scampi  
Spiced Potato Wedges  
Vegetable Spring Rolls  
Vegetable & Meat Samosas  
Margarita Pizza  
Onion Rings  
Garlic Bread  
Cocktail Sausages  
Nachos with a Salsa Sauce

**Any 6 items                    £9.50**

**Any 8 items                    £11.95**

**Any 10 items    £13.95**

### **SAMPLE 2 COURSE BUFFET LUNCH**

**Braised Breast of Chicken Chasseur**  
With Basmati Rice

**Vegetable Lasagne Verdi**  
With Garlic Baguette Slices

#### **Chefs Selection of Salads**

Classic Caesar Salad                    Coleslaw  
Tossed Mixed Leaves                  Mediterranean Rice Salad  
Tomato and Red Onion

**Profiteroles with Chocolate Sauce**

**Lemon Tart**  
Served with Chantilly Cream

**£12 per person**

The above are a sample of the items served; the actual content of the menu may vary.

We are able to adjust the menu to assist with any special dietary requests that you may have. For this we request information from those requiring a special diet.

All buffets will be left out for a maximum of 1 1/2 hours to comply with Health & Safety Legislation.

## **Booking Procedure**

### **Provisional Reservations**

These will be held for 72 hours, 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 of 10% of the total balance is required with your confirmation. All deposits and pre-payments are non-refundable and non-transferable.

### **Final Details**

Your plans for the day must be finalised with us at least 7 days prior to the event. At this time a pro-forma invoice will be raised for the final balance payment which must be settled prior to the day of your function unless you have credit facilities with us. The final number of delegates confirmed is the minimum number that will be charged for, any additional delegates will be charged for on the day of your function. 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. The hotel reserves the right to cancel your reservation for the reasons given in section 11 of the terms & conditions.

## **Directions**

From A47 follow the signs to Great Yarmouth until the Acle roundabout. Take the 3rd exit onto Acle New Road and follow for approximately 8 miles passing the Vauxhall Holiday Park on your left. Shortly you will come to a roundabout, take the 2nd exit, straight over and again at the next roundabout. Follow the signs for the seafront. You will shortly be on Marine Parade.

Following Marine Parade with the sea on your left hand side turn right at the Wellington Pier into Kimberley Terrace and follow the road around to the left into Albert Square. The hotel is situated on the left - just look for the blue canopy.

We are only a 5 minute drive from the railway station and a 40 minute drive from Norwich Airport.

## **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 acceptances of these terms and conditions as does the payment of the deposit.

#### **2. Payment**

Payment shall be in cash, cheque, bankers draft or such credit cards that are recognised by the hotel. Cheque and Bank Draft payments must be made at least 14 days before your booking to allow for bank clearance. 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 7 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 14 days prior to the event.

#### **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.

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

The hotel shall not be held responsible for the death or bodily injury arising from any cause whatsoever to:

- A. Persons visiting the allocated room on behalf of, or at the request of the customer, whether such death or 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 goods deposited in said cloakrooms are deposited at the owners 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 the 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, which should include portable appliance testing (PAT) certification and public liability insurance where required.

#### **8. Corkage**

No wines or spirits maybe 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 and in any event subject to the Licensing Statutory Regulations referred to in clause 2 and for which an additional hourly charge will be raised.

#### **10. Re-Confirmation**

The customer shall notify the hotel not less than 1—2 weeks prior to the function the anticipated number of guests attending. Amendments to the numbers must be notified to the hotel not less than 48 hours prior to the function and final numbers should not be less than 90% of the number first booked. The amount payable by the customer shall be calculated 7 days prior to the event and are based on confirmed numbers given 1-2 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 surcharges will be due:

For cancellations between 4 weeks and 2 weeks prior to the date, the charge will be 50% of the estimated total account.

For cancellations less than 2 weeks to 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 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 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 incurring liability against them, the hotel will take all possible action to alleviate any such inconvenience.
- B. The contract shall not be assignable
- C. This contract shall be governed by and construed in all respects 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 manager prior to doing so.

## **16. Hotel Proprietors Act 1956**

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

**Comfort Hotel Great Yarmouth**

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