



Thanks so much for joining us at The Hoxton. Our team is looking forward to making you feel at home. We know it's a bore but here are the rules of the house.

### **The Damage**

- i. 25% of the total cost of your booking will be charged as a non-refundable deposit and is due as soon as we receive your signed contract. The remaining 75% will need to be paid 30 days prior to the date of your booking and is non-refundable.
- ii. If your event or bedrooms are booked within 30 days prior to the arrival date then full payment will be taken at the time of booking. If we do not receive full payment your booking will be released.
- iii. Please ensure the signed contract is sent back to us together with a copy of the BACs transfer remittance, or a completed Third Party Payment form along with a front and back copy of the credit card. Let us know if you need a pro-forma invoice we'll get one off to you.
- iv. When you make your booking, we'll ask you for a credit card to act as a guarantee for the remaining 75% of the booking cost, which will also be used for payment in the event of cancellation or late payment.
- v. Meeting Room Hire at the Hoxton Shoreditch is VAT exempt, this means there is no VAT to add or deduct. 20% VAT will be added and is included in food and beverage costs only.

### **Chopping & Changing**

- i. If you need to cancel or amend your original booking you can do so up to 30 days prior to the arrival date. The 25% deposit is non-refundable, however the remaining sum is not payable. If your booking is cancelled within 30 days of arrival the remaining 75% is payable as cancellation fee and can be charged to the credit card provided as guarantee if payment isn't received.
- ii. We regard any cancellations made out of business hours to be classed as made the next working day

### **Trashing the Joint**

Our student days are behind us, so we've got to let you know that you are responsible for any damages that occur to The Hoxton's property by any act, default or neglect of you the client, the subcontractor, employee or guests of the client and the hotel will be reimbursed for any amount required to fix the damage/faults.

### **Finishing times**

Please ensure meetings finish and are wrapped up by the time confirmed in your contract.  
Equipment Storage

### **Health & Safety**

Geek specs on! You must comply with the hotels Health & Safety policy (if you want to see a copy just ask us and we send it right over.)

### **What's in a Name?**

We'd love to be able to confirm your favourite room in the Apartment, however we are unable to confirm particular rooms.