

MONS CALPE SUITE TERMS & CONDITIONS 2019

BOOKING AND CONFIRMATION POLICY:

1. ALL RESERVATIONS, WITHOUT EXCEPTION, MUST BE CONFIRMED IN WRITING WITH A COMPLETED BOOKING FORM.
2. ALL QUOTES ARE VALID FOR 30 DAYS.
3. A NON-REFUNDABLE DEPOSIT OF £500 HOLDING DEPOSIT FEE IS REQUIRED TO SECURE THE VENUE. THIS WILL BE DEDUCTED FROM THE FINAL BILL.
4. 50% OF THE ESTIMATED TOTAL COST IS TO BE PAID NO LATER THAN 30 DAYS IN ADVANCE OF THE EVENT AT THE MONS CALPE SUITE.
5. MENU SELECTION MUST BE CONFIRMED NO LATER THAN TWO WEEKS PRIOR TO THE EVENT.
6. NOTIFICATION OF THE NUMBER OF PERSONS ATTENDING AN EVENT AND FOR WHICH CATERING HAS BEEN ORDERED, WITHOUT EXCEPTION, NEEDS TO BE FINALIZED 7 DAYS PRIOR TO THE EVENT.
7. THE OUTSTANDING BALANCE FOR THE FINAL COST OF THE FUNCTION IS TO BE SETTLED PRIOR TO THE GROUP LEAVING THE MONS CALPE SUITE ON THE DAY OF THE EVENT.

CANCELLATION POLICY:

1. ALL CANCELLATIONS, WITHOUT EXCEPTION, MUST BE MADE IN WRITING AND PROOF OF ACKNOWLEDGEMENT OF CANCELLATION BY EMAIL MUST BE PRODUCED TO CLAIM A REFUND.
2. CANCELLATION BY E-MAIL MUST BE PRESENTED TO CLAIM A REFUND.
3. THE HOLDING DEPOSIT FOR THE HIRE OF THE MONS CALPE SUITE IS NON-REFUNDABLE.
4. IN THE EVENT OF THE FUNCTION BEING CANCELLED WITHIN:
 - A. 14 DAYS PRIOR TO THE EVENT 100% OF THE TOTAL ESTIMATED COST LESS £500 DEPOSIT WILL BE RETAINED.
 - B. 7 DAYS PRIOR TO THE EVENT 50% THE TOTAL ESTIMATED COST LESS £500 DEPOSIT WILL BE RETAINED.
5. IN THE EVENT OF THE CABLE CAR BEING CLOSED DUE TO STRONG WINDS OR FOR ANY UNFORESEEN REASONS, MH BLAND & Co LTD WILL TRANSFER PASSENGERS TO AND FROM THE MONS CALPE SUITE BY COACH ON A COMPLIMENTARY BUS.

ENVIRONMENTAL CODE OF CONDUCT:

1. THE CABLE CAR IS LOCATED WITHIN THE UPPER ROCK NATURE RESERVE. PLEASE ENSURE THAT ACTIVITIES DO NOT DAMAGE FLORA, FAUNA OR ROCKS, POLLUTE WATER OR SOIL OR DEGRADE THE VISITOR EXPERIENCE.
2. PASSENGERS MAY ENCOUNTER APES WITHIN THE CABLE CAR TOP STATION. THE APES ARE WILD ANIMALS AND SHOULD BE TREATED WITH CAUTION.
3. MH BLAND & Co LTD IS NOT RESPONSIBLE AND ACCEPTS NO RESPONSIBILITY WHATSOEVER FOR THE CONTROL AND/OR BEHAVIOR OF THE BARBARY APES AND ALL GUESTS HEREBY VOLUNTARILY ACCEPT ANY RISK OR LOSS, INJURY OR DAMAGE TO GUESTS OR THEIR PROPERTY OR POSSESSIONS WHICH MAY BE CAUSED BY THE BARBARY APES.
4. IT IS AN OFFENCE TO FEED THE APES AND ANY GUESTS FOUND DOING SO MAY BE ASKED TO LEAVE THE PREMISES AND BE REPORTED TO THE PERTINENT AUTHORITIES AND BE LIABLE FOR ANY SUBSEQUENTLY FINES.
5. SHOULD THE ABOVE REQUIREMENTS NOT BE ADHERED TO, OR IF GUESTS BEHAVE IN A MANNER DEEMED TO BE INAPPROPRIATE TO ENDANGER THEMSELVES, OTHER GUESTS & STAFF, APES OR THE ENVIRONMENT OR CAUSE INJURY TO GUESTS, STAFF OR APES OR DAMAGE TO PROPERTY GENERALLY, WE RESERVE THE RIGHT TO ASK INDIVIDUAL GUESTS TO LEAVE THE TOP STATION OF THE CABLE CAR. UNDER SUCH CIRCUMSTANCES, **MH BLAND & Co LTD RESERVES THE RIGHT NOT TO PROVIDE PASSAGE EITHER BY CABLE CAR OR BY COACH TO TOWN IF IT IS DEEMED THAT TO DO SO WOULD ENDANGER STAFF, GUESTS AND THE CABLE CAR ITSELF.**
6. THE MONS CALPE SUITE IS PART OF THE CABLE TOP STATION THEREFORE PASSENGERS ACCEPT THE CABLE CAR CONDITIONS OF CARRIAGE AS STATED ON OUR WEBSITE: **WWW.MHBLAND.COM**

MONS CALPE SUITE GENERAL POLICY

CLIENTS ARE RESPONSIBLE FOR THE CARE OF THE PREMISES, APPLIANCES AND FURNISHINGS AND FOR ALL DAMAGES CAUSED BY ACCIDENTAL, NEGLIGENT OR WRONGFUL ACTS BY THEMSELVES AND THEIR GUESTS. THE CLIENT AGREES TO REPLACE, AT THEIR OWN EXPENSE, OR TO REIMBURSE THE MH BLAND FOR ALL LOSSES, BREAKAGE OR DAMAGE THAT OCCURS DURING THEIR EVENT, INCLUDING LOSSES, BREAKAGE OR DAMAGE.

OUR CLIENT'S PRIVACY IS OF THE UTMOST IMPORTANCE TO THE MONS CALPE SUITE & MH BLAND. SHOULD AN OCCASION ARISE WHERE THE CLIENT MAKES A PAYMENT OVER THE PHONE MONS CALPE SUITE DO NOT HOLD ANY RECORDS OF CLIENT'S PERSONAL DETAILS OR INFORMATION.

TOP OF THE ROCK

MONS CALPE SUITE

THE TERMS AND CONDITIONS NEED TO BE SIGNED BY THE CLIENT AND EMAILED TO EVENTS@MONSCALPESUITE.COM IN ORDER TO SECURE YOUR BOOKING.

CONTACT PERSON:		FUNCTION DATE & TIME:	
COMPANY NAME:		SIGNATURE:	
FUNCTION DATE & TIME:		DATE:	



The Cable Car Gibraltar, part of the MH Bland Group of Companies
Cloister Building, 6/8 Market Lane, P.O. Box 554, GX11 1AA, Gibraltar
www.mhbland.com

Mons Calpe Suite: T: (+350) 200 12745 • E: events@monscalpesuite.com • www.monscalpesuite.com

Accounts: T: (+350) 200 12720 • E: accounts.cablecar@mhbland.com

Directors: John A. Gaggero, George Gaggero, Clive A. Mobberley, Ian Penfold, Alexander Sorrell • Registered Number: 10993