



Mons Calpe Suite letter of agreement for weddings & events

Dear _____,

Thank you so much for choosing Mons Calpe Suite to celebrate your wedding / event. The purpose of this letter is to formalize our affiliation as your wedding / event organizer.

This agreement is entered by Mons Calpe Suite (MCS) and:

WEDDINGS BOOKINGS		PRIVATE EVENTS BOOKINGS	
Names of the couple:		Organizer:	
Function:		Company:	
Date:		Function:	
Telephone:		Date:	
Email:		Telephone:	
		Email:	

Booking & Confirmation policy

1. All reservations must be confirmed through a deposit and signing the corresponding booking form. Please be aware that your event / wedding is not confirmed until MCS has received your deposit payment.
2. Once you have accepted and confirmed your estimate, we will convert it into an invoice. Should you wish to add more services at a later stage, you may do so, and these will be added to the current invoice.
3. All quotes are valid for 30 days. Once time the deposit is paid, the quote would be remaining according to the prices provided in the quote. However, the additional services added after confirmed quote will be quoted according to the current prices.
4. For evening functions or events, a non-refundable deposit of £500 is required to secure the venue, which will be deducted from the final bill.
5. For all intimate ceremonies, we require a non-refundable deposit of £250 to secure the venue, which will be deducted from the final bill.
6. Menu choices and number of persons attending needs to be confirmed no later than one week prior to the event.

Payments Terms

All payments need to be settled via bank transfer no later than one week in advance of the event at the Mons Calpe suite.

Cancellation Terms

1. All cancellations must be made in writing by email to claim a refund.
2. The holding deposit for the hire of the Mons Calpe suite is non-refundable.
3. In the event of the function being cancelled within:

For small ceremonies:

- a. 14 days prior to the event 100% of the total estimated cost minus the £250 deposit will be refunded.
- b. 7 days prior to the event 50% the total estimated cost minus the £250 deposit will be refunded.

For all private events:

- a. 14 days prior to the event 100% of the total estimated cost minus the £500 deposit will be refunded.
- b. 7 days prior to the event 50% the total estimated cost minus the £500 deposit will be refunded.

In case covid-19 travel restrictions:

- a. 14 days prior to the event 100% of the total estimated cost minus the £500 deposit will be refunded.
- b. 7 days prior to the event 50% the total estimated cost minus the £500 deposit will be refunded.
- c. Less 7 days prior to the event 25% the total estimated cost minus the £500 deposit will be refunded.

In case you have contracted COVID-19:

- a. 7 days prior to the event 100% the total estimated cost minus the £500 deposit will be refunded if you provide official supporting documentation and we consider it valid after reviewing it.
- b. Less 7 days prior to the event 50% the total estimated cost minus the £500 deposit will be refunded if you provide official supporting documentation and we consider it valid after reviewing it.

Environmental code of conduct:

1. MCS is part of the Cable Car Top Station, which is located within the Upper Rock Nature Reserve; therefore, all guests accept the Cable Car conditions of carriage as stated on our website: www.mhbland.com
2. The apes are wild animals and should be treated with caution. MH Band & Co Ltd will not hold themselves responsible for the behavior of the barbary apes. All guests voluntarily accept any risk or loss, injury or damage to guests or their property or possessions which may be caused by apes.
3. It is an offence to feed the apes and any guests found doing so, may be asked to leave the premises, be reported to the pertinent authorities and be liable for any subsequently fines.
4. If a guest behaves in manner deemed to be inappropriate or a danger themselves, to fellow guests, staff, apes or the environment, 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.
5. Any crystal bottle or glasses is not allowed to use outside of Mons Calpe Suite restaurant.

Mons Calpe Suite general policy

- Clients will be held liable for any damage caused by any unappropriated acts by the clients / their guests. The client agrees to replace, at their own expense, or to reimburse MH Bland for all losses, breakage or damage that occurs during their event.
- Our client's privacy is of the utmost importance; therefore, MCS & MH Bland will not hold any records of client's personal and bank details.
- The marriage ceremony will be conducted in English.
- A service charge (10%) will be added to the cost of all food and beverages served.
- A wedding planner fee of 20% will be added to all additional services provided such as but not limited to: decorations, DJ, transfers, florists, entertainment.
- The client agrees that some photos at their event may be used by MCS to promote the venue. If you wish your pictures not to be used, please let us know.
- Once the client has confirmed their affiliation with MCS through a deposit and signing the MCS letter of agreement, outside event coordinators are not allowed to intervene on all arrangements discussed with MCS.

Cable Car closure policy

- In case the Cable Car shuts due to inclement weather conditions, technical faults, or any other exceptional circumstances before or during your event, MH Bland & Co Ltd will transfer passengers from the bottom station to Mons Calpe Suite and vice versa on a complimentary coach. Please note that you might be advised on short notice and you, and your guests will be required to gather at the bottom station 45min – 1h prior to your event to avoid time loss.

- In case your wedding/event is organized by external event coordinator, they are responsible for coordinating transportation for their own suppliers and registrar to and from the Mons Calpe Suite at any time.

Privacy Statement

By signing this form, the client consent to MCS collecting certain personal sensitive information in order to provide our service such as but not limited to basic details.

- Name, address and contact details (email & telephones) of client and their guests, as necessary.
- Data concerning medical or health requirements.

I confirm that I have read and understood the provisions of this consent and I am freely providing my consent on this basis. Where I may be providing required information (including special category personal information) on behalf of a third party, for example my family member (s), I confirm that I have shared a copy of the Privacy Statement with them and have obtained their express consent for their special category personal information to be made available and processed as identified within this notification and the Privacy Statement.

If you wish to withdraw your consent to our processing of special category personal information, you may do so by writing to events@monscalpesuite.com or our Data Protection Officer (GDPR@mhbland.com). Please note that if consent is withdrawn, MCS retain the right to withdraw our services.

Please sign this letter as confirmation of your booking and send it back to us, together with confirmation of the deposit payment. By signing this letter, you agree to our full standard Terms & Conditions detailed below.

Client signature & name

On behalf of Mons Calpe Suite
Anabel Delgado