

Dancing With The Stars Weekend - Terms, Conditions & Guidelines.

Deposit

When paying your deposit and booking the Weekend you accept the terms and conditions as outlined below on behalf of your entire party. It's your responsibility to ensure that all members of your party are aware of and accept the whole of these terms and conditions and the obligations contained in them. Our acceptance of your deposit forms a contract between us and these conditions apply. We reserve the right to refuse any booking.

Balancing Payments

The balance must be paid 10-weeks prior. Cheques by post, Direct Bank Transfer or cash in person are the only means of making final payments. Unfortunately due to high PayPal fees we are unable to accept balancing payments via PayPal or Credit/Debit Card. Please allow us 17 days from posting out cheques, to receive confirmation of receipt - this is to allow for postage both ways, cheque clearing time & administration. If, for whatever reason, the bank returns a cheque, a £25 administration charge will be added to the balance payment due or your booking may be cancelled.

If the balance is not paid by the balance due date we reserve the right to cancel your booking, retain your deposit and apply cancellation charges as set out below.

If you book within the balance due period, the full package price should be paid within 14 days of your booking.

If you cancel your booking

Should you, or any member of your party, be forced to cancel your weekend booking, you must do so in writing and this letter must be signed by the person who signed the booking form. A cancellation will take effect from the date that written notice is received at our office. All such cancellations will be subject to a charge, and the following scale indicates our charges;

More than 10-weeks	Deposit in full.
10 weeks or less	100% of the Weekend Package Rate

If you have not arrived by 8am the morning after your break was due to commence, or contacted the hotel or Donahey's to confirm when you will arrive, we will assume that the break is cancelled. This will result in the immediate cancellation of your booking with cancellation charges as above.

Changes to your booking

After we have issued your booking confirmation we will do our best to accommodate any changes you may want to make, but we cannot guarantee to do so. The person who made the booking must notify any changes to us in writing. We may be able to offer a name change on your booking, provided you give us reasonable notice and it is at least 14 days prior to the break start date. This person must be able to satisfy all the booking terms & conditions for the break.

In order to enable us to try to meet your request, we would ask where possible you request such changes at least 10 weeks before the break start date. If we are able to make the changes requested we will charge an administration amendment fee of £25 per person per occasion a change is made. This amendment fee must be paid before any change is made. You will remain responsible for ensuring that the holiday is paid for by the balance due date. Any part of a booking not transferred and/or subsequently cancelled will be subject to cancellation charges detailed above. Bookings/places are strictly not for re-sale, the listing of or advertising of your booking in order to re-sell your places is strictly forbidden and will result in the immediate cancellation of your booking with cancellation charges as outlined above.

What's Included.

The price includes; Meals as described; En-suite accommodation as described; the weekend programme as described; all dance tuition and evening entertainment; Services of Donahey's staff as described. The price does not include; Insurance; Equipment such as dance shoes; Transport costs from home to accommodation; Drinks from the bar, lunch or snacks.

Price

Prices shown are inclusive of VAT at the current rate at time of booking. We guarantee that the price of your holiday will be agreed and shown on your booking confirmation. We reserve the right to increase prices only where there is an increase in VAT or any other tax applicable to your booking.

Rights of admission

For the convenience of all our guests, Donahey's reserve the unconditional right to refuse a booking or to terminate a guest's weekend without compensation where unreasonable behaviour of persons named on the confirmation paperwork or their guests might impair the enjoyment, comfort or health and safety of other guests and our staff. Definition of unreasonable behaviour is solely at the discretion of the management. Only the people named on your booking may participate in the event as described and stay on the premises, otherwise you & they may be asked to leave with no refund payable.

This includes any guest who fails to advise us of a medical condition or of a disability, which prevents their full participation in the weekend programme. If we are not informed in this way we cannot be held responsible for any inconvenience or costs incurred by you and this may include our refusal to complete your weekend arrangements. Cancellation charges of 100% would apply in these circumstances.

Changes to advertised descriptions

We provide our weekend descriptions in very good faith and every care is taken to ensure the information given on our website and in our publicity is correct. Between publication and your weekend, changes can and do sometimes occur. We reserve the right to make changes, in such cases and if we are forewarned we will make every effort to advise you as soon as reasonably possible. If due to circumstances completely out of our control, any of the advertised performers are unable to appear Donahey's reserves the right to substitution.

Force Majeure

We cannot accept liability where the performance or prompt performance of our contractual obligations is prevented or affected by circumstances amounting to force majeure. Force majeure means any event, which we or the supplier of the services in question could not foresee or avoid. Such events may include but are not limited to war or threat of war, riots, civil strife, terrorist activity, industrial action, mechanical fault, natural or nuclear activity, adverse weather conditions, fire and all similar events outside our control.

Health & Safety

Your health and safety and that of all our guests whilst you enjoy your weekend with us is of paramount importance to us here at Donahey's. In case of emergency please observe the directions of all staff at all times. Please do take the time to familiarise yourselves with Alton Towers Fire Evacuation Procedure. A control of arm & leg movements whilst on the dance floor is vital so as not to be a danger to fellow persons; no drinking whilst on the dance-floor; Spilt drinks should be mopped up immediately; Dancers should not eat or chew whilst dancing; No excessive consumption of alcohol, causing a lack of control and being a danger to oneself & fellow guests; It is your responsibility to take regular breaks to avoid over exertion and to stay hydrated – iced water is always available – just ask.

If you do have any concerns whatsoever, or see something you are unhappy with, please bring it to our immediate attention, thank you.

Complaints procedure

If you have a comment or complaint whilst on the weekend please speak to Hotel reception or a member of Donahey's management. In most cases our team will be able to help you on the spot so that you can enjoy the rest of the weekend. Where this is not the case, please make sure you record the details with the Duty Manager and write to the Manager no later than 21 days after the

end of the weekend. Please note we cannot act on any complaint that has not been brought to the attention of the Duty Manager at the time of the incident and is not notified in writing within 21 days of the end of our Weekender. All complaints that are received will be thoroughly investigated. No complaint will be considered unless you follow this procedure.

UK Holiday Insurance

For that extra peace of mind, Donahey's strongly recommend you take up Personal UK Holiday Insurance to cover your booking.

Hotel Special Requests

If you have any specific hotel requests whatsoever such as; extending your stay either side at preferential rates, rooms close to your friends, or wish to upgrade your facilities etc please contact the hotel direct no sooner than 6-weeks prior to arrival.

Final Confirmation

Provided the weekend has been paid for in full we will send you your holiday joining instructions 3 weeks before the weekend commences, this will include directions, dining times etc.

Dress Code & Footwear

The dress code for the weekend is; Friday evening smart casual; Saturday evening Black Tie; Workshops casual, comfy clothing. Suitable footwear with a non-slip sole must be worn at all times whilst on the dance floor. Strictly no Steel or overly high heels, steel toecaps, flip-flops or sandals to be worn on the dance floor. No bare-foot on the dance floor please. We may offer workshops where flat shoes are absolutely essential i.e. Swing dance, Zumba® Fitness etc; for these workshops we request that you wear flat comfortable shoes i.e. trainers/pumps/jazz shoes – strictly no heels or bare-foot whatsoever.

Arrival and Departure

You are welcome to use the hotel facilities anytime on Friday, check-in for your room will be available from 3pm onwards. Guests who expect to arrive after 7.00pm should contact the hotel direct to advise of their arrival time. Rooms must be vacated by 10.00am on the day of departure.

Registration

Once you have checked in at the Hotel Reception, you should make your way to Donahey's Welcome Desk; here you will be given your Weekend programme and wristband.

Wristbands must be visibly worn on your wrist at **ALL** times during the weekend. Your wristband will allow you access to the shows, evening dancing and the appropriate level workshops. Wristbands will be checked at all times upon entrance to the Ballrooms and you must display your wristband to gain entry, you will not be admitted without it. Lost, removed or broken wristbands will not be replaced; to continue your weekend you will have to purchase a new pass, under whatever circumstances.

To make sure that your weekend runs like clockwork we put many hours into behind the scenes planning. Our Weekend Programme will give you details of what we have to offer you, both during the day and evening.

Workshops

There is no-need to pre-book any of your workshops, to even all the workshops out our group will be split into 3 equal groups, Red – Beginner/Improver, Blue & Green – Intermediate/Advanced. Each Headline couple will instruct 3 workshops in their chosen speciality dance - one workshop for each colour. Plus your Donahey's team will also offer a selection of workshops for each wristband colour.

For the smooth running of our workshops may we kindly request you only attend the workshop's appropriate to your wristband colour, anybody attempting to unfairly participate in additional workshops will be kindly asked to leave the dance-floor. To ensure workshop sizes remain equal in size, changing of workshops/wristbands will not be permitted.

Ballroom Seating

Our table plan showing your allocated table & seats in the ballroom for the duration of the weekend will be displayed at the entrance to the ballroom. Once you have been shown to your allocated seats on the first evening, these are your seats for the whole weekend. Please advise us if you wish to be seated with friends.

Filming & Photography

Filming & Photography of all shows and workshops is strictly prohibited. Anyone caught attempting to film or photograph may be asked to leave the Ballroom. Photograph opportunities will be available to us during the evenings, please though, avoid photograph or autograph requests before and after workshops.

Throughout the event we may take official photographs & recorded images. These images may be used in printed publications produced by Donahey's or Alton Towers, on our websites and in promotional videos for marketing purposes. Through your participation in the event you consent to the taking of photograph images & recordings for the sole purpose of TV, press & future event publicity. This may include recordings & images used in regional TV, local newspapers & on official Donahey's & Alton Towers websites or in our printed publications.

Smoking Areas

Our venues have a No Smoking Policy throughout. Specific designated outdoor 'Smoking Areas' are available, which you will find clearly signposted.

Personal Property, Car Parking & Pets

Donahey's accepts no responsibility for personal belongings whatsoever. Please do not leave personal belongings unattended in the ballroom during the course of the weekend. Car Parking is entirely at the owners risk and we accept no liability whatsoever for loss or damage to vehicles that are parked on the hotel property. Pets are not allowed in the hotel or it's grounds, except for guide dogs.

Infections or contagious diseases

If any member of your party has or has just had an infection or contagious medical condition we reserve the right to; refuse to accept your booking; cancel your break; or ask any member of your party to be confined to their room or leave the hotel immediately, should we, at our reasonable discretion, consider it necessary to protect the health of other guests, staff or the general public. You should inform us immediately should any such condition develop in any member of your party within 4 weeks of your arrival date or during your break. Cancellation charges outlined above would apply in these circumstances.

Data Protection Policy Statement

Donahey's will use the personal information that you provide to us to process your booking and provide you with your break. We may need to pass your information to third party service providers relevant to meet our obligations to you, for example the hotel. Your information may also be used to send you details of other services offered by Donahey's. If you do not wish to receive such information, please let us know; Donahey's, PO BOX 209, Ashton U Lyne, Lancashire OL6 0AG

It is agreed by all parties that this contract is subject to English law and the exclusive jurisdiction of the English courts. I confirm I have read, understand and accept the booking terms, conditions & guidelines as outlined above on behalf of the entire party.