

Frequently Asked Questions

We have endeavoured to answer frequently asked questions regarding festival weekends here at the Hermitage Hotel Bournemouth. Please let us know any other details you require so that we can add to the page for future enquiries:

Deposits

A £350.00 non refundable deposit is required to confirm all Ladies Festival bookings.

Rates

Prices vary depending on the final numbers, the rate card provided applies to the total number of guests that stay for the inclusive weekend package, Saturday only stays do not apply. If you select a lower price band and your numbers rise above this then we will charge you the lower rate, ie; refund you the difference. If this is not very clear then we will be more than happy to discuss further on the telephone.

Parking

We do have complimentary onsite parking although this can get very busy at peak times but does not normally present problems.

What is included

The full weekend includes everything normally required for a weekend except, the ladies gift, menu covers and flowers. For a fully itemised itinerary please see our rate card enclosed.

Mailing and Payment

We are able to write to all proposed guests, include the booking form and hotel brochure at no additional cost, take care of all payments direct with either a post dated cheque or payment details. Updated actual booking lists will be sent to the organiser each month. Alternatively should you wish to do this we can provide booking templates and a room overview.

Can we book individual rooms on the internet

Yes once we have received a deposit we are able to setup the agreed rates so that your individual guests are able to book direct, the benefit of this is that their booking will be confirmed automatically, you will be notified each month those that have booked online. This is only available if the organiser requests the facility and limited only to standard rooms.

Entertainment

We only provide tried and tested quality entertainment. The Saturday entertainment included in the overall cost is for a trio. You are able to speak directly to the band before arrival/booking, should you prefer to provide your own we are happy to place a credit to your main account.

Can we provide our own Entertainment?

Of course we will credit your final account with the following amounts, simply take out the one you wish to provide, Friday Disco £120.00, Saturday Pianist £95.00, Saturday Band £430.00, Toastmaster £165.00.

Hidden Charges

With our new rate card there are no unexpected penalties should your number be lower than expected, however we are unable to provide our advertised package without prior negotiation for numbers below 60.

Restaurant Capacity

We are able to accommodate approximately 160 people in a private room for the banquet, there are no pillars to obstruct the view.

Tables

We will always suggest round table for the banquet on Saturday evening, more personal. Our tables will seat a maximum of 11 people but for comfort we suggest 10 people per table. Your top table can be a straight table or a round, its up to you.

Organiser

Normally you will deal with one person throughout your booking, that person will also be in attendance during your weekend.

Menu Options

The Saturday banquet is chosen from the selector provided, all dietary requirements are catered for completely separately, if you have something specific in mind let us know, we may be able to accommodate

Dietary Requirements

We are able to cater separately for most dietary requirements but it is important to let us know in advance, however there are a couple of exceptions that we can cater for but would need to be priced separately – Halal & Kosher

Accommodation

The hotel in Bournemouth has a mixture of 74 rooms, that include 9 Superior, 19 Sea view Double/Twin, 31 Double/Twin and 16 Single rooms, providing a total occupancy of 137. We do have a room plan to enable you to allocate available rooms yourselves.

Can the hotel deal with all bookings

Yes we are able to accommodate all mailings etc, there is no need to use an agency. We can provide mailing examples if required and take care of all bookings if you prefer.



Menu Covers

Personalised printed menu covers are available at additional cost, normally range from £2.50 each - catalogue available on request.

Ladies Gifts

We do not organize gifts for the ladies, we can however recommend Porreda Gifts based in Bournemouth - catalogue available on request.

Flowers

Table flowers and bouquets are available at additional cost, our preferred suppliers are Heffords Florists based in Bournemouth - table flowers start at £14.00 each whilst bouquets start at £25.00 each, these are provided wrapped in Aqua Packs and do not require vases whilst at the hotel. You are free to provide these yourselves if you prefer.

Water during dinner?

During dinner, including the banquet on Saturday night, iced water jugs are available as standard on all tables, these are readily refilled as required.

Does the hotel have a lift?

Yes, a lift is available to all 4 floors situated within the main building.

Facilities for guests with special mobility or communication needs?

The entrance, lounge, restaurant and bar area are all situated on the ground floor with direct level access. Our lift can comfortably accommodate a wheel chair. Ground floor rooms are available, all have good access. Ground floor rooms are available that have been specially adapted for less able bodied guests

