

The Manor House & Ashbury Hotels

- The Only Sport, Craft & Spa -
Hotels in the UK

TARIFF & INFORMATION

- January 2020 to August 2021
 - Terms and Conditions
 - Special Offers & Breaks
 - General Information

manorhousehotel.co.uk

01837 53053

ACCOMMODATION & DINING

Bedrooms

We have 202 en-suite bedrooms at The Manor House and 222 at Ashbury. All of our rooms are comfortable and have all the basics needed for an enjoyable stay. These include:

- Tea / coffee making facilities
- Television
- Hair dryer
- Direct dial telephone
- Room safes
- Room service (charges apply)
- Free Wi-Fi

AA 3 Star Rated Accommodation



Easy Access Facilities

A number of our bedrooms are now fitted with wet room facilities, these include:

- Full shower room with no steps
- Fold-down seat & grab rails in the shower area
- Drop-down bars and rails for the toilet
- Grab rails around the bathroom

Mobility Scooters & Wheelchairs

To assist with mobility around the hotel we have a number of wheelchairs and mobility scooters available to hire.

Blue badge holders are able to pre-book these prior to arrival for £5 per stay. All other guests are able to hire these, on a first come - first served basis once they arrive at the hotels for £3 per day.

Dining

All our our breaks are FULL BOARD. This means all meals are included during your stay. (Lunch is £6*pp on arrival and departure day). We request that arrivals please join us for lunch after 1pm (1.30pm during school holidays).

If you require a special diet please fill in the [Allergy and Food Intolerance](#) form under the [Information](#) section of our website. Once we receive this form, our chefs will contact you to discuss your requirements.

**From 01/04/20 lunch will increase to £8pp*

Bars & Lounges

At the Manor House:

Coach House Bar - Stocked with hot & cold drinks. Live Sky Sports & BT Sport throughout the day.

Sun Lounge - Sunny south facing lounge.

Dartmoor Rooms - The venue for all of our fantastic evening entertainment.

Sun Terrace - Complete with far reaching views of Dartmoor and the surrounding countryside.

At Ashbury:

Club House Bar - Stocked with hot & cold drinks.

Lounge Bar - Evening entertainment venue and live Sky Sports & BT Sport throughout the day.

Sun Terrace - Complete with far reaching views of Dartmoor and the Oakwood course.



Making Requests - We always try our utmost to meet all of your requirements. Please let us know if you have any special requests immediately when making your booking. (Charges may apply).

SPECIAL RATES & SUPPLEMENTS

Group Offers

Groups of 8 adults or more are entitled to:

3/4/5 Night Midweek Breaks (Arriving Sun/Mon)
& 6/7 Night Breaks (Arriving Sun/Mon/Thu/Fri):
1 in 8 FREE

2/3/4 Night Weekend Breaks (Arriving Thu/Fri):
1 in 16 FREE

See information and booking conditions for terms.

Triple Room Discounts

3 or more adults sharing a room are entitled to a discount of 5% per person.

Children's Rates

Family Rooms

Children sharing with one or more adults, in a family room will pay the following percentages of the adult tariff rate:

14-17 Years	85%
9-13 Years	70%
2-8 Years	50%
Under 2 Years (in Cot)	Free

Family Rooms with Full Partitions (Formally Family Suites)

There is a 5% supplement for all adults and children in a family suite. Children in a family suite will pay the family room rate as above, plus this 5% supplement.

Children in Separate Rooms

Children aged 0-17 Years in a separate room, with no adults, will pay 90% of the adult tariff rate.

Children 8 Years and Under

Children aged 8 and under may be allocated a fully sprung child's bed. If a full size bed is required children will be charged at 70% (9-13 Years rate).

If a specific room is requested and adult bedspace is occupied by children aged 8 and under, the children will be charged 70%, plus the 5% supplement for a specific room.

Requests

One request may be made, subject to availability at no extra cost. For example, you may request your room to be ground floor or first floor. Alternatively you may request one of the following areas:

At the Manor: 1-92 or 94-183

Ashbury: Highview or Moorview & Westview
or Farmhouse, Clubhouse & Dormy

Two or more requests, i.e. ground floor and 1-92, will be subject to a 5% charge.

Requests for a specific room, a more specific area, a refurbished room, or a room with patio doors, will incur an additional 5% charge, per request.

SPECIAL OFFERS

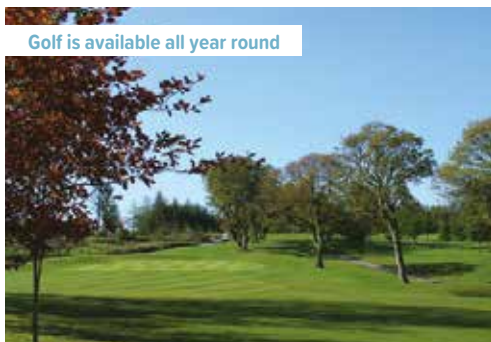
Autumn to Spring Specials

3rd October 2019 - 22nd April 2020

8th October 2020 - 21st April 2021

Our great value breaks include an impressive host of complimentary extras, including:

- Free Golf
- Half Price Golf Buggies (from £8 per round)
- Free Group Tennis Tuition
- Free Group Photographs
- 10% OFF Spa Treatments



Summer Sizzlers

13th July 2020 - 26th August 2020

12th July 2021 - 25th August 2021

If you are looking for an exceptional summer golf experience, this great value package is sure to tempt you. All breaks include:

- UNLIMITED Free Golf
- Half Price Golf Buggies (from £8 per round)

Free Wine

Guests staying on Sunday evenings may enjoy a complimentary bottle of wine between 2 adults with dinner. Choose from one of our 5 house wines, or just pay the difference for a bottle of your choice. (Excludes summer sizzlers, dates as above).

School Holidays

During the school holidays we run an extended programme with over 70 activities, perfect for adults and children of all ages to enjoy.

You can find samples of our activity programmes on our website. Please note that are programmes change on a weekly basis.

Group Celebrations

If you're celebrating a special occasion why not ask us about our celebration packages from just £39.95! All packages include:

- Personalised Cake (16 Slices)
- 2 Bottles of Your Chosen Fizz
- 8 Helium Celebration Balloons
- Banner & Table Confetti

Prosecco Package £39.95

Lanson Champagne Package £94.95

Shloer Package (Alcohol free) £19.95



Buggy Hire Discount

Pre-book your buggies, and pay in full, one full calendar month prior to arrival and receive 10% OFF the standard rates (18 holes £18 / All day £25).

See page 11 for our buggy price calendar.



Please note all information stated in this tariff is correct at the time of printing, and is subject to change, without notice.



Festive breaks for everyone

Pre & Post Christmas Breaks

8th November 2020 - 22nd December 2020
2nd January 2021 - 27th January 2021

Our pre and post Christmas breaks are guaranteed to get you into the festive mood, whether choosing to celebrate with friends or family.

All great value breaks include:

- Free tea, coffee and mince pies (selected times)
- Free pre-dinner cocktails on Wednesday/Saturday
- Full festive dinner on Wednesday/Saturday
- Free Group Photographs

+ Includes Autumn to Spring Specials

Christmas Breaks

22nd December 2020 - 27th December 2020

Let us take care of everything this Christmas so you can enjoy quality time with the people that matter most to you. Plus we've thrown in lots of extras too:

- Free lunch for arrivals (22nd/23rd/24th Dec)
- Free lunch for departures (27th Dec)
- Free pre-dinner cocktails (24th Dec)
- Free champagne receptions (25th/26th Dec)
- Free wines and liqueurs with dinner (25th/26th)
- Visit from Father Christmas
- Present for Children 8 years and under

+ Includes Autumn to Spring Specials

+ Includes Pre & Post Christmas Extras

Twixmas Breaks

27th December 2020 - 30th December 2020

Whether you're looking to keep the Christmas festivities going, or looking to relax before the new year, our Twixmas breaks are the perfect solution. We have a full activity programme and all breaks include our pre-Christmas extras too!



Start the new year with a bang

New Year Breaks

30th December 2020 - 2nd January 2021

Celebrate with a host of complimentary extras then dance your way into the new year at our family friendly disco - great fun for everyone.

All breaks include:

- Free lunch for arrivals (30th Dec)
- Free lunch for departures (2nd Jan)
- Free pre-dinner cocktails (30th Dec)
- Free champagne reception (31st Dec)
- Free wines and liqueurs with dinner (31st Dec)
- Family friendly disco + kids fancy dress (31st Dec)
- Late night buffet (31st Dec)

+ Includes Autumn to Spring Specials

Overnight Christmas Functions

Did you know we can host your Christmas party? Whether you are arranging a gathering with friends and family, or having an office Christmas dinner, we are the perfect destination.

MANOR TARIFF 2020/2021

			Number of Nights & Arrival Days									
			Weekend Breaks					Midweek Breaks				
			2	3	3	4	1	3	4	5	6	7
Start		End	Fri	Thu	Fri	Thu	Thu/Sun	Mon	Sun/ Mon	Sun	Mon/Fri	Sun/Mon Thu/Fri
02-Jan 2020	-	05-Jan	100	150	150	200	69					
05-Jan	-	26-Jan	159	200	200	239	69	222	260	297	334	371
26-Jan	-	13-Feb	172	215	215	257	69	229	267	305	343	381
13-Feb	-	20-Feb	216	270	297	324		352	410	469	527	586
20-Feb	-	23-Feb	216	297	270	324						
23-Feb	-	01-Mar	196	244	244	293	69	229	267	305	343	381
01-Mar	-	02-Apr	196	244	244	293	69	244	285	325	366	407
02-Apr	-	09-Apr	248	309	309	371		363	423	484	544	605
09-Apr	-	16-Apr	284	355	355	426		363	423	484	544	605
16-Apr	-	19-Apr	248	310	310	372						
19-Apr	-	14-May	233	291	291	349	79	284	332	379	426	474
14-May	-	21-May	206	257	257	309	79	271	316	361	406	451
21-May	-	28-May	226	282	310	339		400	467	533	600	667
28-May	-	31-May	226	310	282	339						
31-May	-	21-Jun	234	293	293	351	79	284	332	379	426	474
21-Jun	-	16-Jul	234	293	293	351	79	312	364	416	468	520
16-Jul	-	30-Aug	266	333	333	399		408	476	567	635	703
30-Aug	-	11-Oct	242	293	293	344	79	297	348	399	458	498
11-Oct	-	15-Oct	226	273	273	320	79	273	320	367	423	460
15-Oct	-	22-Oct	246	299	299	352	79	375	440	505	601	657
22-Oct	-	01-Nov	254	330	330	406		435	511	587	659	724
01-Nov	-	08-Nov	212	255	255	298	69	249	292	335	391	424
08-Nov	-	13-Dec	198	238	238	278	69	228	268	308	361	391
13-Dec	-	22-Dec	168	208	208	248	69	228	268	308	337	368
22-Dec	-	27-Dec						472	532	593		
27-Dec	-	30-Dec		297	297						694	730
30-Dec	-	03-Jan 2021							434	473	512	
03-Jan 2021	-	24-Jan	168	208	208	248	69	228	268	308	337	368
24-Jan	-	11-Feb	182	223	223	264	69	234	275	316	354	386
11-Feb	-	21-Feb	246	309	309	372		366	429	492	580	634
21-Feb	-	25-Feb						234	275	316	378	409
25-Feb	-	25-Mar	208	252	252	296	69	252	296	340	391	425
25-Mar	-	01-Apr	260	325	325	390		375	440	505	601	657
01-Apr	-	08-Apr	308	373	373	438		375	440	505	643	698
08-Apr	-	18-Apr	260	325	325	390		375	440	505	601	657
18-Apr	-	13-May	252	302	302	352	79	291	341	391	459	498
13-May	-	27-May	220	268	268	316	79	276	324	372	421	458
27-May	-	30-May	242	294	294	346						
30-May	-	06-Jun	252	324	324	396		417	489	561	636	698
06-Jun	-	20-Jun	256	307	307	358	79	294	345	396	464	504
20-Jun	-	15-Jul	250	305	305	360	79	321	376	431	486	529
15-Jul	-	02-Sep	274	348	348	422		426	500	574	666	729

These tariffs, July 2020, supersede all previous versions. Prices are per person and include VAT @ current rates.

All Breaks are sold on a Full Board Basis. Prices are subject to change.

School Holidays / Peak Breaks are highlighted on the calendar opposite.

ASHBURY TARIFF 2020/2021

		Number of Nights & Arrival Days										
		Weekend Breaks					Midweek Breaks					
		2	3	3	4	1	3	4	5	6	7	
Start	End	Fri	Thu	Fri	Thu	Thu/Sun	Mon	Sun/Mon	Sun	Mon/Fri	Sun/Mon Thu/Fri	
02-Jan 2020	-	05-Jan	100	150	150	200	69					
05-Jan	-	26-Jan	140	176	176	211	69	213	249	284	320	354
26-Jan	-	13-Feb	140	176	176	211	69	213	249	284	320	354
13-Feb	-	20-Feb	180	225	248	270		290	338	387	435	483
20-Feb	-	23-Feb	180	248	225	270						
23-Feb	-	05-Mar	177	220	220	265	69	213	249	284	320	354
05-Mar	-	02-Apr	192	240	240	288	69	235	275	313	352	391
02-Apr	-	19-Apr	237	296	296	356		306	357	408	459	510
19-Apr	-	21-May	237	296	296	356	79	280	327	373	420	468
21-May	-	28-May	243	305	326	366		311	364	415	467	519
28-May	-	31-May	243	326	305	366						
31-May	-	16-Jul	240	301	301	361	79	285	333	381	428	476
16-Jul	-	30-Aug	260	326	326	390		342	398	456	514	570
30-Aug	-	10-Sep	250	300	300	350	79	291	341	391	457	496
10-Sep	-	08-Oct	244	290	290	336	79	267	313	359	432	467
08-Oct	-	15-Oct	238	283	283	328	79	258	303	348	419	454
15-Oct	-	22-Oct	236	282	282	328	79	321	376	431	508	554
22-Oct	-	01-Nov	238	296	296	354		339	397	455	527	575
01-Nov	-	24-Dec	154	189	189	224	69	213	248	283	313	342
27-Dec	-	30-Dec		255	255						558	
30-Dec	-	03-Jan 2021	260					368	404	440		
03-Jan 2021	-	11-Feb	154	189	189	224	69	213	248	283	313	342
11-Feb	-	21-Feb	182	234	234	286		300	352	404	459	504
21-Feb	-	28-Feb	190	227	227	264	69	216	253	290	343	372
28-Feb	-	25-Mar	208	249	249	290	69	240	281	322	378	410
25-Mar	-	18-Apr	244	297	297	350		306	359	412	501	545
18-Apr	-	27-May	260	309	309	358	79	282	331	380	459	497
27-May	-	06-Jun	252	306	306	360		309	363	417	512	556
06-Jun	-	15-Jul	262	312	312	362	79	285	335	385	464	502
15-Jul	-	02-Sep	268	327	327	386		342	401	460	554	603

January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020
M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S
1 2 3 4 5	1 2	30 31 1	1 2 3 4 5	1 2 3	1 2 3 4 5 6 7	1 2 3 4 5
6 7 8 9 10 11 12	3 4 5 6 7 8 9	2 3 4 5 6 7 8	6 7 8 9 10 11 12	4 5 6 7 8 9 10	8 9 10 11 12 13 14	6 7 8 9 10 11 12
13 14 15 16 17 18 19	10 11 12 13 14 15 16	9 10 11 12 13 14 15	13 14 15 16 17 18 19	11 12 13 14 15 16 17	15 16 17 18 19 20 21	13 14 15 16 17 18 19
20 21 22 23 24 25 26	17 18 19 20 21 22 23	16 17 18 19 20 21 22	20 21 22 23 24 25 26	18 19 20 21 22 23 24	22 23 24 25 26 27 28	20 21 22 23 24 25 26
27 28 29 30 31	24 25 26 27 28 29	23 24 25 26 27 28 29	27 28 29 30	25 26 27 28 29 30 31	29 30	27 28 29 30 31

August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021
M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S
31 1 2	1 2 3 4 5 6	1 2 3 4	30 1	1 2 3 4 5 6	1 2 3	1 2 3 4 5 6 7
3 4 5 6 7 8 9	7 8 9 10 11 12 13	5 6 7 8 9 10 11	2 3 4 5 6 7 8	7 8 9 10 11 12 13	4 5 6 7 8 9 10	8 9 10 11 12 13 14
10 11 12 13 14 15 16	14 15 16 17 18 19 20	12 13 14 15 16 17 18	9 10 11 12 13 14 15	14 15 16 17 18 19 20	11 12 13 14 15 16 17	15 16 17 18 19 20 21
17 18 19 20 21 22 23	21 22 23 24 25 26 27	19 20 21 22 23 24 25	16 17 18 19 20 21 22	21 22 23 24 25 26 27	18 19 20 21 22 23 24	22 23 24 25 26 27 28
24 25 26 27 28 29 30	28 29 30	26 27 28 29 30 31	23 24 25 26 27 28 29	28 29 30 31	25 26 27 28 29 30 31	27 28 29 30

March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021
M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S	M T W T F S S
1 2 3 4 5 6 7	1 2 3 4	31 1 2	1 2 3 4 5 6	1 2 3 4	30 31 1	1 2 3 4 5
8 9 10 11 12 13 14	5 6 7 8 9 10 11	3 4 5 6 7 8 9	7 8 9 10 11 12 13	5 6 7 8 9 10 11	2 3 4 5 6 7 8	6 7 8 9 10 11 12
15 16 17 18 19 20 21	12 13 14 15 16 17 18	10 11 12 13 14 15 16	14 15 16 17 18 19 20	12 13 14 15 16 17 18	9 10 11 12 13 14 15	13 14 15 16 17 18 19
22 23 24 25 26 27 28	19 20 21 22 23 24 25	17 18 19 20 21 22 23	21 22 23 24 25 26 27	19 20 21 22 23 24 25	16 17 18 19 20 21 22	20 21 22 23 24 25 26
29 30 31	26 27 28 29 30	24 25 26 27 28 29 30	28 29 30	26 27 28 29 30 31	23 24 25 26 27 28 29	27 28 29 30

TERMS & CONDITIONS

Accommodation Information & Supplements

a. The vast majority of our rooms are now of an equal standard and enjoy the same facilities. However we have identified a small number of rooms at each hotel which, given their size and/or location, will be eligible for a 5% reduction in the tariff rate.

b. Due to the popularity of our family rooms with full partitions (formally family suites) we have put room dividers into some of our family rooms. Room dividers comprise of 3ft room partitions and curtains and/or full length partition curtains. These provide separation between the double and single bed(s). These may be booked, subject to availability, at an additional 2.5%.

c. We have a number of family rooms with full partitions (formally family suites) at both hotels. These are 2 adjoining bedrooms with a shared bathroom. These rooms may be booked, subject to availability, at an additional 5%.

d. Some of our rooms have doors opening out on to a patio, these can be booked, subject to availability, for an additional 5%.

e. Guests may not be aware that the AA and Tourist Board rating systems virtually ignore facilities and emphasis is placed upon rooms. Our guests repeat book due to our facilities and service not the rooms.

f. None of our rooms are deluxe but all are en-suite with bath or shower, TV, tea/coffee facilities, telephone and safe (free of charge - deposit required). All bedrooms also have access to free Wi-Fi.

Single Rooms

a. There is a minimum single room supplement of 20%.

b. At both hotels we have identified a number of double/twin rooms that may be available as singles, subject to availability. These rooms, depending on the time of year, will be charged up to a 50% supplement.

Room Requests

a. All special requests must be given in writing via email, letter or fax. Requests are noted but on the understanding that they are not guaranteed. Check-in is a busy time at reception, so please do not wait until your arrival to share any special requests.

b. Requests for specific / refurbished rooms will be charged 5%.

c. Requests for Wet Rooms / Assistance Showers will be charged a 5% supplement. On presentation of a blue badge, or similar, this supplement will be removed. Given the limited number of wet rooms / assistance showers, this charge is to deter those who do not require the facilities from specifically booking the rooms.

d. You may make one request, subject to availability, free of charge. For example, you may request, ground floor, first floor or one of the areas outlined below, however they cannot be guaranteed:

Manor: 1-92	Ashbury: Highview
Manor: 94-183	Ashbury: Moorview & Westview
	Ashbury: Farmhouse, Clubhouse & Dormy

If you wish to guarantee your request or wish to request a more specific area than those stated, a supplement of 5% applies. For more than one request you will be charged an additional 5%, per request.

e. For all school holidays we cannot accept a booking in a large family room for only double or twin occupancy.

f. Children aged 8 and under may be allocated a fully sprung child's bed. If a full size bed is required children will be charged at 70%.

g. If a specific room is requested and adult bedspace is occupied by children aged 8 and under, the children will be charged 70% plus the 5% supplement for a specific room request.

Paying for your holiday

a. A deposit of 25% is required 6 months prior to arrival. For bookings made within 8 weeks of arrival, payment in full is required immediately.

b. Your deposit of 25% is payable by cash, debit card, credit card, bank transfer or cheque. (See Payments for further information).

c. The remaining balance must be paid 8 weeks prior to arrival.

d. You must ensure that you pay the amount required in accordance with the confirmation payment schedule. If you do not, we will have the right to cancel your booking and keep your deposit.

Price Accuracy

a. You will receive a booking confirmation once we receive your 25% deposit.

b. We take great care in ensuring you are given the correct price in telephone discussions, in the unusual event of a misunderstanding or misinterpretation, the prices in the confirmation will be as the tariff.

c. Our prices and charges may go up or down in response to changing market pressures. The prices we give are only valid at the time of booking. Any quotation you get before you subsequently go on to book may be subject to a change in price.

d. We reserve the right to increase tariff prices only where there is an increase in Value Added Tax or any other tax applicable to your holiday. Prices are correct at time of going to press but we reserve the right to change prices without notice.

Payments

a. To pay by Debit or Credit Card please call reservations on 01837 53053

b. To pay via bank transfer our details are as follows:

Sort Code: 40-42-18 Account Number: 62703238

Account Name: 'Manor No.2'

(Please reference your name / arrival date / post code and call reservations to notify us that your payment is being made.)

c. Cheques to be made payable to the Manor House Hotel Ltd.

d. If your payment is returned unpaid by your bank or card provider, we may charge an administration fee, or even cancel your booking.

e. We reserve the right to apply different terms and conditions to bookings made online.

Alterations to Your Booking

After your confirmation has been issued you may wish to make amendments to your reservation. We will try to meet your request, however, particularly where major or frequent amendments are made we reserve the right to charge an administration fee.

Discounts

a. For larger groups we offer the following 'Group Offers':

3/4/5nt Midweek Breaks (Arriving Sun/Mon)	1 in 8 Adults Free
2/3/4nt Weekend Breaks (Arriving Thu/Fri)	1 in 16 Adults Free
6/7nt Breaks (Arriving Sun/Mon/Thu/Fri)	1 in 8 Adults Free

The free place will always be given to the lowest adult rate.

b. 3 or more adults in a room are entitled to an additional triple room discount of 5% per person.

c. Children's prices are pro-rata and dependent on whether they stay in a family room, or in a separate room.
(See 'Special Rates & Supplements' page for more information).

Group Offer Rules

a. To qualify for Group Offers we ask you to pay one deposit, return one booking form and pay one final balance.

b. Children not paying the full adult tariff are excluded from Group Offers.

c. All changes to party bookings must be made by the lead name on the

We require a booking form to be completed for all bookings. Booking forms are sent with your confirmation or can be downloaded online. By signing the Booking Form you acknowledge you have read and understood our Booking Conditions.

booking. Alterations cannot be made by other members of the group under any circumstances.

d. It is the responsibility of the lead person to inform their party members of the booking terms and conditions.

Special Offers

We reserve the right to remove promotional offers at any time. From time to time we may apply last minute special offers and discounts - these are applicable to **new bookings only**. We reserve the right to exclude those not paying the full tariff price when applying discounted rates and special offers.

Cancellations

a. All communication regarding cancellations or changes to a booking must be followed up in writing via email, post or fax from the lead name on the booking within 48 Hours. Changes are subject to availability.

b. You may cancel your break at any time; however cancellation charges will apply as follows:

Time prior to arrival written notification of the cancellation is received:	Charge:
8 weeks or more	No charge
8 - 4 weeks	Loss of 25% (the deposit amount)
4 weeks - 48 hours	Loss of 50%
48 hours or less (including foreshortening of stay once the break has commenced)	Loss of 100%

c. Substantial changes, such as alterations to the booking date, made within 8 weeks of arrival will be treated as a cancellation.

d. If you have not arrived by 8am the morning after your holiday start date or contacted us to confirm when you are going to arrive, we reserve the right to treat your holiday as cancelled. In this case you will not be entitled to any refund or transfer.

e. Where we agree that you are prevented from travelling to the hotels due to adverse weather conditions, any payments you've made for your booking may be transferred to an alternative break, which starts within 6 months following your original arrival date. You will be subject to extra charges if the tariff for your new break is higher - refunds will not be given for breaks with a lower tariff.

f. Very rarely we may find it necessary to cancel holidays and we must reserve the right to do so. However we will only cancel holidays if: i) You fail to make payments on time ii) We are forced to do so as a result of unusual and unforeseeable circumstances beyond our control iii) We have sold insufficient capacity of available accommodation to enable that break to be operated within an acceptable standard of both atmosphere and viability. In the event of cancellation (other than due to default in payment) we would return to you all money you have paid us, or we will offer an alternative holiday of comparable standard.

****As with all holidays we recommend that all guests take out their own holiday insurance policy prior to their stay.****

Age Restrictions & Child Supervision

We are unable to accept bookings by any person aged below 18 years. Where the majority of the party is under 18 or includes any person(s) who are normally closely supervised, there must be sufficient capable and responsible adults to provide adequate supervision for the party and each member of it. We reserve the right to refuse bookings that we deem to have an insufficient number of responsible adults. Whilst we are happy to provide children's activities, they are not child care facilities. Please note that at all times the safety of children is the responsibility of the parent or guardian. The parent or guardian will be held accountable for the action of any minor(s) in their control.

Property Damage & Behaviour

Please treat the property, facilities and accommodation with respect and care so that other guests may continue to enjoy them. Accommodation will be inspected at the end of the holiday and you may be charged for any loss

or damage found. We reserve the right to enter accommodation under any circumstances or emergencies.

We reserve the right to terminate a holiday without compensation, where the 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 management.

A £25 fee will be charged for any lost / unreturned hotel keys.

Availability of venues & facilities

Some venues / facilities may not always be available on every break due to maintenance, insufficient holidaymakers, unfavourable weather or other conditions. We will endeavour to advise you prior to your arrival if this is the case. The operation of the company is subject to legislation and the guidelines laid down by the Health & Safety Executive and Local Authorities and their Codes of Practice. We accordingly reserve the right to adjust our services in order to meet these standards. It is possible that in some circumstances accommodation or a facility may have to be temporarily withdrawn due to maintenance, renovation, adverse weather conditions, changes in Governmental Legislation, or any other factors outside of our control.

We reserve the right to make such alterations in the above circumstances without prior notice, and are unable to accept liability for the loss of an advertised facility, or to pay compensation for any inconvenience caused. Should any changes occur, we will endeavour to let you know prior to booking. We will also make every effort to inform guests who have already booked and are waiting for their break. Please check with the relevant venue before you book. If you feel a particular facility or sport is a major reason for selecting your break, you are requested to confirm this in writing prior to arrival.

Evening Entertainment

Due to the incredible demands of our entertainment programme we are unable to guarantee that any individual or featured named entertainers, will be able to appear on every show or on every break. We can however guarantee a thoroughly professional production. All reservations are accepted on the above condition and whilst artistes featured have been contracted in good faith, in circumstances beyond our control we reserve the right to substitute another act/artist without prior notice or refund. For certain acts, who attract a large following, limited seating will be available, with many guests choosing to stand. Please ask in advance if you require seating due to mobility etc.

Promotional Literature accuracy

We take care to ensure that the details of our promotional literature are accurate at the time of printing. Photographs are intended for guidance only. Layout plans and artist's impressions are illustrative. This brochure is printed well in advance of your holiday; advertised facilities are correct at time of going to press but may change. Though we endeavour to ensure accuracy in our advertised facilities, pricing and offers, we reserve the right to amend any inaccuracies at the time when a reservation is made. Please note all information stated in this tariff is correct at time of printing, and is subject to change, without notice.

Photography & CCTV

Pictures are taken on-site for use in our promotional materials. All photographs taken by our resident photographer remain the property of The Manor House and Ashbury Hotels. If you would rather not have your images used then please make it known to the photographer at the time. In public areas and some staff areas of the Manor House & Ashbury Hotels CCTV is in operation and video recordings may be made. This activity is carried out for security and service reasons for the better management of the hotels and security for all its guests and staff.

Medical Conditions

To protect all of our guests and staff, we cannot accommodate guests who have just had an infectious or contagious medical condition without a doctor's note to confirm the condition is no longer contagious. During your holiday you, and any person so affected, agree that any member of your party has to be confined to their room or leave the resort immediately, (along with any members of your group sharing the same accommodation) should we at our reasonable discretion consider it necessary to protect the spread (e.g. suspected Norovirus) to our guests, staff or general public.

IMPORTANT INFORMATION

Arrival and departure times

Rooms will be available from 3.00pm on your day of arrival, and must be vacated by 10.00am on your day of departure. On arrival at the hotels, please report to reception for pre-check in.

Late arrivals

If you expect to arrive after 11.00pm on the first day of your stay please let the hotel know so that we can make arrangements for you to collect your keys. The main gates are closed after midnight. There is a call point adjacent to the gates for you to contact the night porter and gain access to the hotel.

If you arrive after the dining room has closed (8.45pm), we can arrange for refreshments to be prepared for your arrival, providing you let us know in advance.

You must check-in by 8.00am the following morning or let us know in advance if you are going to arrive after this time otherwise we reserve the right to treat your booking as cancelled (standard cancellation charges will apply).

What you need to bring

We provide towels and bed linen in all our accommodation. All sports equipment is available for hire from our hotel receptions (returnable cash deposit required). Swimming towels are available from reception for a £1 hire charge and £5 deposit. If you plan to use our ice skating rink, please bring padded gloves, or buy them at the rink from £2.50 per pair.

Dining arrangements

All breaks are on a Full Board basis, meaning that all meals are included in the price of your break. Lunch is free during your stay except on your arrival and departure days when there is a small charge of £6*pp. *From 01/04/20 lunch will increase to £8pp.

If you wish to purchase lunch on arrival please report to reception first for pre-check in and to collect your lunch card.

Arrival Lunch Time: 1-2pm (1.30-2.30pm School Holidays)

Departure Lunch Time: 12-2pm (12-1.30pm School Holidays)

All meals are served from our hot and cold buffets. At breakfast and dinner an A la Carte menu is also available (small extra charge applies) along with High Tea for young children between 5.00pm and 5.15pm. A dedicated children's buffet is available from 6.30pm in school holidays.

Dress code

We adopt a relaxed attitude to dress code, however smart/casual wear (no sports shorts/hats/vests) is expected after 6.30pm in the dining rooms.

Special requests

If you have any special requests regarding any aspect of your

booking, please advise us when you confirm the booking and place your request in writing on your booking form. You must include a telephone number in case of any queries. **While we will do our best to meet special requests, they are not guaranteed and do not form part of your reservation.**

If you have any friends or family who wish to visit you while you are staying with us, please see reception who will arrange a day pass for them. This option is not available during school holidays and other peak times. (24hrs notice is required to arrange for visiting guests. Charges apply.)

Little extras

We have a number of cots and high chairs available. Cots are modern and high-sided, but not all our rooms are suitable for cots so please advise us when booking.

Special assistance

IMPORTANT INFORMATION FOR GUESTS REQUIRING SPECIAL ASSISTANCE, PLEASE DISCUSS YOUR REQUIREMENTS WITH OUR EXPERIENCED TEAM PRIOR TO BOOKING.

Guests are asked to discuss their requirements prior to booking in order to avoid any misunderstandings that could lead to disappointment. We are happy to advise you on the suitability of our accommodation and facilities. Please take the time to consider what information would be useful to us in planning for your stay. For example, do you have the ability to walk but cannot navigate stairs? If you use a wheelchair, is it a standard size? Do you require us to store medication for you? We have a dedicated advisor who can answer any questions you may have and discuss your requirements in more detail.

Please email: guestservices@manorhousehotel.co.uk

If you have physical, visual or hearing impairments please inform us so we are prepared, especially in the instance of a fire or emergency where you may require assistance leaving the premises.

Our hotels do not have a resident doctor or nurse and are not equipped to provide medical attention. If any member of your group requires such attention please make sure you have adequate arrangements in place prior to making your reservation. We do not accept any responsibility for costs incurred for special arrangements not agreed by us at the time of booking and any such costs will be forwarded onto you.

Some of our bedrooms have disabled en-suite facilities which are suitable for wheelchair users. We also have shower rooms that have been fitted with a seat and grab rails. To assist guests with limited mobility we have 5 wheelchairs and 8 mobility scooters available. Blue badge holders are able to pre-book these prior to arrival for £5 per stay. All other guests are able to hire these, on a first come - first served basis once they arrive at the hotels for £3 per day.

Please note, the information contained on these pages form part of the Manor House & Ashbury Hotels' Terms and Conditions. The information and prices in this tariff supersede all previous publications and will apply to all new bookings made from it's publication.

Wi-fi availability

Wi-Fi is available across the majority of public areas and bedrooms at both hotels. This service is offered free of charge (sign-in required).

Dogs and other pets

For the convenience of other guests, pets are not allowed at either hotel (with the exception of guide dogs, hearing dogs and assistance dogs). Please advise us before you book.

Parking

We have ample parking at the hotels and this is usually allocated on a first come-first served basis. Parking is not guaranteed and does not form part of your reservation. If you are part of a larger party and are travelling by coach or mini-bus, let us know prior to your arrival so that we can allocate space for you.

Personal possessions

The company does not take responsibility for valuables left in accommodation or in vehicles during your stay. For your convenience safes are available in all bedrooms for a £10 returnable deposit and we have suitcase lockers available for you to use prior to check-in and after check-out. While we provide free parking, vehicles are parked entirely at the owner's risk and we accept no liability for loss or damage to vehicles that are parked on company property.

Lost property

You must notify us within 24 hours of departure of any loss of personal possessions. Any items found will be retained for a period of three months. If they are not claimed within this period, they will be disposed of at our discretion. As a company, we do not take responsibility for personal belongings left in your accommodation. Charges apply to return lost items.

A £25 fee will be charged for any lost/unreturned hotel keys.

Smoking & e-cigarette policy

In line with government legislation smoking is prohibited in all our accommodation and public areas and cigarettes are no longer available to purchase on site. Please note that provisions have been made, wherever possible, to provide external shelters to accommodate those who wish to smoke. Please note that we prohibit the use of e-cigarettes in all accommodation and communal areas of the hotels.

Golfing information

All golfers are entitled to play 18 holes of long course golf on their arrival day (PM round only) and 18 holes on their departure day (AM round only). 27 holes of long course golf are available on all other days. We advise all those wishing to play golf to book tee times in advance.

Our experienced staff will work out a golf package for you, so that you enjoy as many of the courses as possible during your stay. Our aim with the tee time bookings during your stay is to give you; a mixture of courses, a variety of tee times (morning and afternoon) whilst also spreading tee times evenly throughout the day and across all courses. To ensure we balance the courses we may not be able to offer multiple rounds on any one particular course. We reserve the right to pair up single and 2-ball pairings.

Golf is available every day throughout the year. During our Autumn to Spring months, we reserve the right to implement alternative Winter Courses. (Please see website for full golf terms and conditions.)

Additional long course golf may be available for a supplement (to be paid at the time of booking). For more information contact the golf shop directly on 01837 55742.

Buggy price calendar

Full Price*: 18 Hole £18 / All Day £25 / Willows £5 (Please note: Buggy prices in the tariff are correct at the time of print. Prices are subject to change, without notice.)		
02 Jan 2020 - 22 Apr 1/2 Price	23 Apr - 26 Apr 3/4 Price	27 Apr - 20 May Full Price
21 May - 31 May 1/2 Price	01 Jun - 04 Jun 3/4 Price	05 Jun - 12 Jul Full Price
13 Jul - 26 Aug 1/2 Price	27 Aug - 30 Aug 3/4 Price	31 Aug - 08 Oct Full Price
09 Oct - 21 Apr 2021 Half Price	22 Apr - 25 Apr 3/4 Price	26 Apr - 26 May Full Price
27 May - 06 Jun 1/2 Price	07 Jun - 10 Jun 3/4 Price	11 Jun - 11 Jul Full Price
12 Jul - 25 Aug Half Price	*Please note: All weather buggies incur a £2 supplement	

A 10% discount on golf buggies will be applied if booked and paid for in full one calendar month prior to arrival.

If you have a comment

If you have any comments or complaints during your stay please speak to reception immediately. In most cases, our team will be able to help you on the spot so that you can enjoy the rest of your holiday. Where this is not the case, please make sure that you record the details with the Duty Manager and write to our Customer Service Manager no later than 21 days after the end of your holiday. Please forward your complaint in writing to: Customer Service Manager, The Manor House Hotel, Fowley Cross, Okehampton, Devon EX20 4NA.

Please note that 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 your holiday.



CONTACT US

Reservations

Booking lines are open 8am to 10pm daily. Our team are ready and waiting to help.

Tel: **01837 53053**

Email: enquiries@manorhousehotel.co.uk

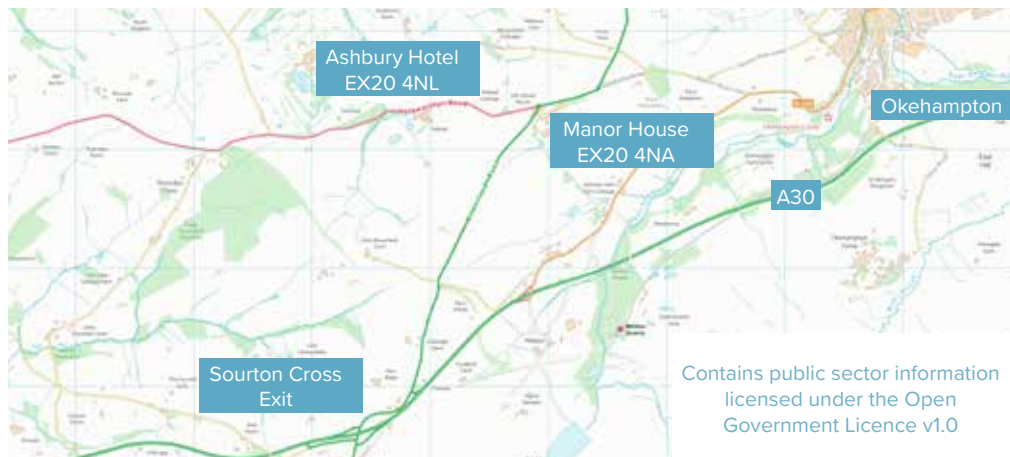
Booking Tee Times

Tee times can be booked once you have paid the deposit for your stay.

On reaching the tee time booking service, please leave your name, phone number, booking reference number and dates of stay. A member of our team will get back to you as soon as possible.

Tel: **01837 55742**

Finding us



From the M5 at Exeter take the A30 towards Okehampton. After 22 miles you will see a junction signposted 'Okehampton', go past this and exit at the next junction signposted 'Sourton Cross'

Turn right, onto the A386 'Bowerland Road' towards Bideford. The Manor House Hotel is 2 miles along this road on your right (before the mini roundabout).

Booking Spa Treatments

Health and beauty treatments can be booked on an individual basis once you have paid the deposit for your stay.

Email: therapy@manorhousehotel.co.uk

Booking Activities

During our quieter, off-peak, times we can also pre-book selected activities for groups of 8 adults or more. This is particularly recommended for bowls and tennis groups.

Email: sport@manorhousehotel.co.uk

Pre-bookings are subject to availability and cannot be guaranteed. Please check before booking your accommodation.

For the Ashbury Hotel go past The Manor House turning and on to the mini roundabout. Turn left at the roundabout onto the A3079 towards Holsworthy/Bude.

After 1½ miles you will see a signpost to 'Ashbury Golf Hotel'. At the signpost turn right and follow this road for ½ mile, the hotel will be on your right.