

## **IMPORTANT INFORMATION**

### **Payments**

a. To pay by Debit or Credit Card please call 01837 53053, follow option 1 for bookings, alternatively pay using paylink – all new bookings will be sent a link to pay their final balance by this method if the booking is more than 8 weeks away from arrival.

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

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

Account Name: Manor House Hotel (Okehampton) Ltd.

(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 (Okehampton) 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.

### **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 10.00pm 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 noon 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.

### **Accommodation**

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.

## 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 £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 6.00pm 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 6.00pm 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 but not all our rooms are suitable for cots so please advise us when making your booking. Cots may be standard or travel cots. Sheets are provided and blankets will be available from reception for a small deposit.

## 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 ensure you have completed the online accessibility form with details.

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 easy-access 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 a number of wheelchairs and 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 that we cannot act on any complaint that has not been brought to the attention of the Duty Manager at the time of your stay.

### **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. Any guest found to have brought a pet with them will be asked to remove them from the premises immediately, at their own cost.

### **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. 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.

### **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.

### **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.

### **Smoking & e-cigarette policy**

In line with government legislation smoking is prohibited in all our accommodation and public areas. 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 all internal 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.

### **Golf Buggies**

Please see our website for latest buggy prices

### **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 7 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 7 days of the end of your holiday.