

TERMS & CONDITIONS

Please note our Terms & Conditions have changed. Please see below for updated details:

Accommodation Information & Supplements

- a. We have a number of family combination rooms with full partitions at both hotels. These are two adjoining bedrooms with a shared bathroom. These rooms may be booked, subject to availability, for an additional charge.
- b. Some of our rooms have doors opening out on to a patio which may be booked for an additional charge.

Single Rooms

- a. Single rooms supplements apply.
- b. We have a number of double/twin rooms that may be available as singles, subject to availability. These rooms will also incur a supplement.

Room Requests

- a. All special requests must be given in writing via email or letter. 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. Specific room requests will be charged an upsell.
- c. Requests for Wet Rooms / Assistance Showers will be charged as an upsell. On presentation of a blue badge, or similar, this charge will be removed.
- 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 will be charged.

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. For online bookings a deposit will be taken at the time of booking with payment in full required if within 8 weeks of arrival.
- b. Your deposit of 25% is payable by cash, debit card, credit card, bank transfer, cheque or Guest Pay.
- 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 email once we receive your 25% deposit. On receipt of the email please ensure you check your reservation thoroughly to make sure the details are correct. We cannot be held responsible for discrepancies, in your booking, that arise on arrival at the Hotels.
- 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 rate plan.
- c. 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 where there is an increase in Value Added Tax or any other tax applicable to your holiday.

Alterations to Your Booking

If, 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 a 'Group Discount' for groups of 12 or more adults.
- b. 3 or more adults in a room are entitled to an additional triple room discount.

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. All changes to party bookings must be made by the lead name on the booking. Alterations cannot be made by other members of the group under any circumstances.
- c. 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 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 or post from the lead name on the booking within 5 working days. Changes are subject to availability.
- b. You may cancel your break at any time however cancellation charges will apply on a per room basis (not per person). If anyone cancels from a room they are sharing (within 55 days of arrival) the room will still be charged out at the original rate irrespective of when the cancellation is made. If a room is cancelled completely the following charges will apply:-

- **Cancellations made more than 56 days prior to arrival there will be no charge**
- **For cancellations made 55 – 28 days prior to arrival you will be charged the amount of the deposit (the deposit is 25% of the cost of your break)**
- **For cancellations made 27 to 2 days prior to arrival you will be charged 50% of the total cost**
- **Any cancellation made within 48 hours of arrival will be charged the full cost of the break**

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 noon on the day 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 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 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. 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/artiste 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 is correct at time, 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/Coronavirus) to our guests, staff or general public.