

BOOKING CONDITIONS

By signing the Booking Form you acknowledge you have read and understood our Booking Conditions.

1. Room Categories

- a. Room Classification at the Manor House takes into account **the view and/or the size of the room.**
- b. An 'A Category' Room may be smaller with a good view of the grounds and Dartmoor or a larger room that may not have such a good view.
- c. All family suites are classed as 'A Category' rooms.
- d. 'B Category' Rooms are generally smaller with driveway views.
- e. Due to the popularity of our 8 Family Suites (2 bedrooms, 1 bathroom and 1 interconnecting lobby) we have put **Room Dividers** in some of our family rooms. This consists of a 3ft partition with a curtain above, separating the double bed from the singles and a further curtain at the end of the partition to be pulled across the remainder of the room. These may be booked, subject to availability at an additional 2.5%. Some of our rooms also have doors opening out onto a patio, these can also be booked at an additional 2.5% subject to availability.
- f. Guests may not be aware that AA, RAC and Tourist Board rating systems virtually ignore facilities and emphasis is placed upon rooms.

Our guests repeat book due to our facilities and service and not the rooms.

- g. None of our rooms are de-luxe but all are En-suite with bath or shower, TV, Tea/Coffee facilities, safe (foc) and Telephones.

2. Single Rooms:

- a. There is a Single Room Supplement of 10%.
- b. Family Suites sold as 2 singles, 'A Category', out of season, will also be charged a Single Room Supplement.
- c. At both the Manor and Ashbury we have identified a number of double/twin rooms that may be available as singles - subject to availability. These rooms will be charged at a 10%, 25% or 50% supplement depending on the time of year. Please ask for more details when booking.

3. Room Requests and General Information:

- a. **Special Requests must be given in writing.**
- b. Requests for Specific Rooms will be charged an additional 5%.
- c. For all Weekends, School Holidays and Half Terms we cannot accept a booking in a large family room for only a Double or Twin.
- d. During all other mid-weeks any room can be booked, subject to availability, at an additional 5%.
- e. Guests may request a specific area i.e. rooms 1-38, 39-90, 94-183, 184-199, Highview, Moorview, Westview or Farmhouse at no extra cost, subject to availability.
- f. We are able to reserve ground floor rooms, if available, for guests with walking difficulties.
- g. Rooms are available from 3pm on arrival days and must be vacated by 10am on your day of departure. You are welcome to arrive earlier and stay later to make use of the facilities.
- h. **All Weekend Bookings start on Thursday or Friday. All Mid-Week Bookings start on a Sunday or Monday.**
- i. Prices shown in the tariff are for Full Board per person. Lunches are included, except on your Arrival and Departure days when there is a nominal charge of £5.00 per person.
- j. Smart casual wear is requested for evening meals (long trousers, not shorts for gentlemen).
- k. In line with the latest government policy, all of our public areas and bedrooms are **non-smoking**.
- l. Regrettably dogs, cats and other pets are not permitted.
- m. As with all holidays we recommend holiday insurance to be taken out prior to your stay.

Below is a schedule of the school holidays for 2010/2011. These may vary among education authorities and independent schools.

<p>December 2009</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td>Mon</td><td>7</td><td>14</td><td>21</td><td>28</td></tr> <tr><td>Tue</td><td>1</td><td>8</td><td>15</td><td>22</td><td>29</td></tr> <tr><td>Wed</td><td>2</td><td>9</td><td>16</td><td>23</td><td>30</td></tr> <tr><td>Thu</td><td>3</td><td>10</td><td>17</td><td>24</td><td>31</td></tr> <tr><td>Fri</td><td>4</td><td>11</td><td>18</td><td>25</td></tr> <tr><td>Sat</td><td>5</td><td>12</td><td>19</td><td>26</td></tr> <tr><td>Sun</td><td>6</td><td>13</td><td>20</td><td>27</td></tr> </table>	Mon	7	14	21	28	Tue	1	8	15	22	29	Wed	2	9	16	23	30	Thu	3	10	17	24	31	Fri	4	11	18	25	Sat	5	12	19	26	Sun	6	13	20	27	<p>January 2010</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td>Mon</td><td>4</td><td>11</td><td>18</td><td>25</td></tr> <tr><td>Tue</td><td>5</td><td>12</td><td>19</td><td>26</td></tr> <tr><td>Wed</td><td>6</td><td>13</td><td>20</td><td>27</td></tr> <tr><td>Thu</td><td>7</td><td>14</td><td>21</td><td>28</td></tr> <tr><td>Fri</td><td>1</td><td>8</td><td>15</td><td>22</td><td>29</td></tr> <tr><td>Sat</td><td>2</td><td>9</td><td>16</td><td>23</td><td>30</td></tr> <tr><td>Sun</td><td>3</td><td>10</td><td>17</td><td>24</td><td>31</td></tr> </table>	Mon	4	11	18	25	Tue	5	12	19	26	Wed	6	13	20	27	Thu	7	14	21	28	Fri	1	8	15	22	29	Sat	2	9	16	23	30	Sun	3	10	17	24	31	<p>February 2010</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td>Mon</td><td>1</td><td>8</td><td>15</td><td>22</td></tr> <tr><td>Tue</td><td>2</td><td>9</td><td>16</td><td>23</td></tr> <tr><td>Wed</td><td>3</td><td>10</td><td>17</td><td>24</td></tr> <tr><td>Thu</td><td>4</td><td>11</td><td>18</td><td>25</td></tr> <tr><td>Fri</td><td>5</td><td>12</td><td>19</td><td>26</td></tr> <tr><td>Sat</td><td>6</td><td>13</td><td>20</td><td>27</td></tr> <tr><td>Sun</td><td>7</td><td>14</td><td>21</td><td>28</td></tr> </table>	Mon	1	8	15	22	Tue	2	9	16	23	Wed	3	10	17	24	Thu	4	11	18	25	Fri	5	12	19	26	Sat	6	13	20	27	Sun	7	14	21	28	<p>March 2010</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td>Mon</td><td>1</td><td>8</td><td>15</td><td>22</td><td>29</td></tr> <tr><td>Tue</td><td>2</td><td>9</td><td>16</td><td>23</td><td>30</td></tr> <tr><td>Wed</td><td>3</td><td>10</td><td>17</td><td>24</td><td>31</td></tr> <tr><td>Thu</td><td>4</td><td>11</td><td>18</td><td>25</td></tr> <tr><td>Fri</td><td>5</td><td>12</td><td>19</td><td>26</td></tr> <tr><td>Sat</td><td>6</td><td>13</td><td>20</td><td>27</td></tr> <tr><td>Sun</td><td>7</td><td>14</td><td>21</td><td>28</td></tr> </table>	Mon	1	8	15	22	29	Tue	2	9	16	23	30	Wed	3	10	17	24	31	Thu	4	11	18	25	Fri	5	12	19	26	Sat	6	13	20	27	Sun	7	14	21	28	<p>April 2010</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td>Mon</td><td>5</td><td>12</td><td>19</td><td>26</td></tr> <tr><td>Tue</td><td>6</td><td>13</td><td>20</td><td>27</td></tr> <tr><td>Wed</td><td>7</td><td>14</td><td>21</td><td>28</td></tr> <tr><td>Thu</td><td>1</td><td>8</td><td>15</td><td>22</td><td>29</td></tr> <tr><td>Fri</td><td>2</td><td>9</td><td>16</td><td>23</td><td>30</td></tr> <tr><td>Sat</td><td>3</td><td>10</td><td>17</td><td>24</td></tr> <tr><td>Sun</td><td>4</td><td>11</td><td>18</td><td>25</td></tr> </table>	Mon	5	12	19	26	Tue	6	13	20	27	Wed	7	14	21	28	Thu	1	8	15	22	29	Fri	2	9	16	23	30	Sat	3	10	17	24	Sun	4	11	18	25	<p>May 2010</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td>Mon</td><td>3</td><td>10</td><td>17</td><td>24</td><td>31</td></tr> <tr><td>Tue</td><td>4</td><td>11</td><td>18</td><td>25</td></tr> <tr><td>Wed</td><td>5</td><td>12</td><td>19</td><td>26</td></tr> <tr><td>Thu</td><td>6</td><td>13</td><td>20</td><td>27</td></tr> <tr><td>Fri</td><td>7</td><td>14</td><td>21</td><td>28</td></tr> <tr><td>Sat</td><td>1</td><td>8</td><td>15</td><td>22</td><td>29</td></tr> <tr><td>Sun</td><td>2</td><td>9</td><td>16</td><td>23</td><td>30</td></tr> </table>	Mon	3	10	17	24	31	Tue	4	11	18	25	Wed	5	12	19	26	Thu	6	13	20	27	Fri	7	14	21	28	Sat	1	8	15	22	29	Sun	2	9	16	23	30	
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4. Deposits

- a. Your deposit of 20%, is payable by cash, Mastercard, Visa, Switch or cheques, payable to the Manor House Hotel Ltd (please write cheque guarantee card number on reverse).
- b. If you need to cancel or reduce your stay your deposit is refundable in full if we have 4 weeks written notice.
- c. 50% of the deposit will be refunded if we have 2 weeks written notice. In all other circumstances, deposits are not refundable.
- d. All communication regarding cancellations, special requests or changes to a Booking must be sent in writing and must come through the person who signed the booking form i.e. The Party Organiser.
- e. When making your booking we will hold your room provisionally for:
 - 48 hours - for bookings less than 1 month in advance
 - 1 week - for bookings 1-3 months in advance
 - 2 weeks - for bookings 3-6 months in advance
 - 4 weeks - for bookings 6 months in advance

For bookings more than 7 months in advance the deposit is due 6 months prior to arrival.

5. Price Accuracy

- a. You will receive a written Confirmation of your Booking once we receive your 20% deposit & booking confirmation form.
- 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. If you choose to foreshorten your stay you will be charged the full amount for the number of nights taken. Your confirmation will be reduced by 50% of the pro-rata nightly charge for the nights not taken. The deposits for the nights not taken will be forfeited.

6. Discounts

- a. A group of 8 or more adults are entitled to a Party Rate Discount.
- b. 3 or more adults in a large room are entitled to an additional discount of 5% per person.
- c. Children's discounts are shown on the additional discounts and offers page of the tariff.
- d. Children's Prices are pro-rata and dependent on whether they stay in a Family Room with 2 adults, a Family Suite, in a separate room or sharing with 1 adult.
- e. Children 7 and under may be allocated a 4'6 by 2'6, fully sprung child's bed. Children aged 8 & 9 may be allocated a 5' by 2'6 bed.

7. Party Rate Rules

- a. **To qualify for a Party Rate Discount we ask you to return One Booking Form, pay One Deposit and One Total Final Balance.**
- b. One Payment of the Total Final Balance, paid 1 calendar month prior to your arrival date, will entitle you to a further 2.5% discount.
- c. Children not paying the full tariff are excluded from Party Rate Discounts.
- d. It is the responsibility of the Party Organiser to inform Party Members of the Hotel's Booking Conditions.

8. Golfing Information and Booking Rules

- a. **FREE GOLF ON ALL BREAKS** - All golfers are entitled to play 9 holes of long course golf on their arrival day and 18 holes on their departure day, or vice versa.
 - 27 holes of long course golf are available, free of charge, on all other days during your break.
 - You may play 18 holes of long course plus one of the following:
 - a) 9 holes of long course golf.
 - b) 18 holes of Par 3 golf.
 - c) 9 holes of long course golf combined with 9 holes of Par 3.
- b. Our experienced shop and booking 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:-
 - a) to give you a mixture of courses to play.
 - b) to give you a mixture of tee times (morning and afternoon).
 - c) spread tee times evenly throughout the day and across all courses. This helps us to manage round times as much as possible.

While we do our best to meet requirements for individual parties, creating the best experience for all by managing the tee times is essential for you to enjoy your stay. To ensure we balance the courses, we may not be able to offer multiple rounds on any one particular course. In our experience we have found groups wish to play a variety of courses over their stay.

- c. We generally advise those wishing to play golf to advance book tee times.
 - When pre booking your tee times please quote your Confirmation Reference Number. The shop has a designated line for tee bookings - 01837 55742. Please leave your details on the answer phone and one of our booking team will call you back as soon as possible. They can then arrange your tee times and any other golfing requirements. If ringing for tee times no more than 7 days in advance please call 01837 55453. (Please note - while here on your golfing break, if you wish to provisionally book for your next visit, we can also provisionally book your tee times. Please ask at the Ashbury reception).
- d. Additional Long Course Golf may be available at the following supplements. (To be paid to the Golf Shop at time of booking):
 - Monday - Thursday all year and 25th July - 31st August 2010 every day - £5 per person per day.
 - Friday - Sunday an additional 9 holes may be booked for your arrival day at a cost of £15pp.
- e. At the present time, to offer guests further choice, we have discounted green-fees at Holsworthy Golf Club (£10 per day, Monday to Sunday) and also at Okehampton Golf Club (£10 per round, Monday to Sunday).

The facilities at both the Manor & Ashbury are equally available to all guests.