

Tariff & Information

January 2019 - August 2020

The Manor House & Ashbury Hotels

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

Great Choice, Great Value, Great Break!

manorhousehotel.co.uk
01837 53053

EXTRA INFORMATION & ALL YOU NEED TO KNOW...

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 its publication.

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.

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 per person, £3 for under 11's. We request that arrivals please join us for lunch between 1.30pm and 2.30pm. On your day of departure, if you choose to stay for lunch, we respectfully ask that you please do so between 12pm and 1.20pm.

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.

We adopt a relaxed attitude to dresscode, 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. Cot blankets are available from reception for a £5 deposit. (Sheets provided).

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.

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 absence. 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 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. However there may be periods (due to weather, guest numbers and essential maintenance), where

we may have to close some golf holes. We will always ensure there is more than adequate provision to provide guests with a good choice throughout their stay. 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.

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

Please see our website for full golfing terms and conditions.

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.

OUR FANTASTIC CHOICE & VALUE

Our philosophy from the beginning has been to pack as much as we possibly can into your break - meaning great value and no hidden surprises. All of these activities can be enjoyed during your break FREE OF CHARGE:

	Manor	Ashbury	Cost
Indoor Tennis	✓	✓	FREE
Outdoor Tennis	✓	✓	FREE
Tennis Ball Machines	✓	✓	FREE
Badminton	✓	✓	FREE
Short Tennis	✓	✓	FREE
Squash	✓		FREE
Team Sports	✓	✓	FREE
Sports Pitch		✓	FREE
Golf		✓	FREE*
Bowls	✓	✓	FREE
Bowls Coaching	✓	✓	FREE
Target Bowls	✓	✓	FREE
Short Mat Bowls	✓	✓	FREE
Air Rifles	✓	✓	FREE
Air Pistols	✓	✓	FREE
Archery	✓	✓	FREE
Laser Shooting	✓	✓	FREE
Snooker	✓	✓	FREE
Multi Sport Simulators		✓	FREE

	Manor	Ashbury	Cost
Table Tennis	✓	✓	FREE
Hydro Spa	✓	✓	FREE
Swimming Pools	✓	✓	FREE
Poolside Saunas etc.	✓	✓	FREE
"Ice" Skating	✓		FREE
Roller Skating	✓		FREE
"Ice" Curling	✓		FREE
New Kurling	✓	✓	FREE
Fitness Classes	✓	✓	FREE
Climbing Wall	✓		FREE
Fitness Suite	✓	✓	FREE
Adventure Golf	✓		FREE
Guided Walks	✓	✓	FREE
Evening Entertainment	✓	✓	FREE
Fun House & Play Areas	✓		FREE
Pedal Karts	✓	✓	FREE
Water Slides	✓	✓	FREE
Games Zones	✓	✓	FREE
Ten Pin Bowling	✓	✓	FREE

PLUS Over 20 Tutored Crafts with FREE Tuition - Including Pyrography, Hot Press Printing, Glass Engraving and Pottery*

* Minimal material costs apply to craft activities. All prices, activities & facilities listed within this brochure are correct at the time of print. All information is subject to change. During off-peak times the Ashbury programme may be limited. To request an activity please contact sport@manorhousehotel.co.uk when booking.

* Please note for all breaks taken **before** 25th April 2019 the golf allowance will be as follows:

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 on all other days during your break

ACCOMMODATION



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

Easy Access

A number of our bedrooms are now fitted with wet rooms. These do not have steps within them and have a fold down seat in the shower area. Drop down bars and grab rails are positioned to assist around the wet room.

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.

Making requests...

We always try our utmost to meet all of your requirements. Let us know if you have any special requests when you make your booking (Charges may apply).

Dining

All of our breaks are FULL BOARD. This means all meals are included during your stay. (Lunch is £6 on arrival / departure day (cash only)). We request that arrivals please join us for lunch between 1.30pm and 2.30pm and on departure, between 12pm and 1.20pm.

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 one of our chefs will contact you to discuss your requirements.

Bars & Lounges

At the Manor House these include:

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

Sun Lounge - Sunny south facing lounge with comfy chairs.

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 these include:

Club House Bar - Well stocked with hot and 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.

ALL BARS
& LOUNGES
HAVE FREE
WI-FI

SPECIAL RATES

Generous Group Discounts

Groups of 8 adults (17yrs+) or more are entitled to*:

8 - 15 adults	2.5%
16 - 25 adults	5%
26+ adults	7.5%

**Please note that all new bookings made from 1st September 2019 will be subject to new Group Discounts. See terms and conditions for more information.*

Triple Room Discounts

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

Early Payment Discount

An early payment discount is available for those who pay the balance of their stay more than 8 weeks in advance.

Number of adults in the booking:	Discount per calendar month prior to pay in full date
1-7	0.25% (quarter)
8 or more	0.5% (half)

Additional Requirements

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 you may request one of 2 specific areas: **1-92 or 94-183**

At Ashbury you may request one of 3 specific areas:

Highview or Moorview & Westview or Farmhouse, Clubhouse & Dormy

Two or more requests, ie 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**.

Children in a Family Room

Children sharing with one or more adults will pay the following percentages of the adult tariff:

12-16yrs	70%	Baby in a Cot up to 2yrs	10%
9-11yrs	60%	Baby in Carry Cot up to 3 months	FREE
5-8yrs	50%		
2-4yrs	40%		

Children in Family Suites

(2 bedrooms, 1 bathroom, 1 interconnecting lobby)

Children in 1st room with adult(s) **As above**

Children in 2nd room without adults **80%**

Children in a Separate Room

Children under 17yrs in a room with no adults will all pay **80%** of the adult tariff.

Children 8 Years & 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 60%.

If a specific room is requested and adult bedspace is occupied by children aged 8 and under, the children will be charged 60% plus the 5% supplement for a specific room request.

SPECIAL OFFERS



Autumn to Spring Specials

4th October 2018 - 24th April 2019
3rd October 2019 - 22nd April 2020

Our great value breaks include an impressive host of complimentary extras.

Guests staying at either hotel will be entitled to:

FREE golf

½ Price golf buggies - just £8 per round

FREE group tennis tuition

FREE group photographs

10% OFF health & beauty treatments

Free Wine Offer

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: 15/07/19 - 28/08/19 & 13/07/20 - 26/08/20)

Summer Sizzlers

15th July 2019 - 28th August 2019
13th July 2020 - 26th August 2020 (subject to change)

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

& ½ PRICE golf buggies - just £8 per round

Plus we have fantastic discounts available for groups of 8 or more adults. See previous page for more information.

School Holidays

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

You are guaranteed an action packed break that the whole family will enjoy.

Group Celebrations? We're here to help...

If you're celebrating a special occasion why not ask us about our celebration packages from **just £39.95** (Packs include 2 bottles of Prosecco, personalised celebration cake (16 portions), balloons, party banner and table decorations). Please contact us prior to your arrival and we will arrange the rest.

(Upgrade and non-alcoholic options available.)

FESTIVE BREAKS



Pre-Christmas Breaks

3rd November - 22nd December 2019

Our Pre-Christmas breaks are guaranteed to get you into the festive mood. Great value breaks include:

- FREE tea and coffee (selected times)
- FREE mince pies (selected times)
- FREE pre-dinner cocktails on Wednesday & Saturday nights
- FREE Christmas dinner on Wednesday & Saturday nights
- FREE group photographs

Plus receive all of our fantastic Autumn to Spring extras.

Christmas Breaks

22nd - 27th December 2019

Stay with us for a Christmas break that you'll never forget! As well as our Autumn to Spring and Pre-Christmas extras you will also receive:

- FREE lunch for arrivals on the 22nd, 23rd & 24th
- FREE lunch for departures on the 27th
- FREE pre-dinner cocktails on the 24th
- FREE champagne receptions on the 25th & 26th
- FREE wines & liqueurs with dinner on the 25th & 26th

Live entertainment programme, disco and a visit from Father Christmas (with presents for children under 12yrs).*

Twixmas Breaks

27th - 30th December 2019

Don't let the party end, try our fantastic Twixmas breaks, including all of the same great extras as our Pre-Christmas Breaks!

New Year Breaks

30th December 2019 - 2nd January 2020

Dance the way into the New Year with our fantastic Manor Sounds disco and a host of entertainment. Breaks include:

- FREE lunch for arrivals on the 30th Dec
- FREE lunch for departures on the 2nd Jan
- FREE pre-dinner cocktails on the 30th
- FREE champagne reception on the 31st
- FREE wines & liqueurs with dinner on the 31st

Plus receive all of our Autumn to Spring and Pre-Christmas extras.

Festive activity breaks...

All of our Christmas, Twixmas & New Year Breaks include a full programme of up to 70 activities EVERY WEEK!

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

TARIFF 2019 • 2020
 incl.VAT @ 20% - Full Board
 Price Per Person. This Tariff Jan 2019
 supersedes all previous editions.

The Manor House Hotel

		Number of Nights - Arrival Days										
		Weekend					Midweek					
		2	3	3	4	1	3	4	5	6	7	
Start	End	Fri	Thurs	Fri	Thurs	Thu/Sun	Mon	Sun/Mon	Sun	Mon/Fri	Sun/Mon Thurs/Fri	
14-Feb	- 21-Feb	208	260	286	312		338	394	451	507	563	
21-Feb	- 24-Feb	208	286	260	312							
24-Feb	- 03-Mar	188	236	236	283	69	222	260	297	334	371	
03-Mar	- 04-Apr	188	236	236	283	69	237	276	316	355	395	
04-Apr	- 11-Apr	238	309	309	371		349	401	481	566	646	
11-Apr	- 21-Apr	273	353	353	423		349	401	481	566	646	
21-Apr	- 16-May	224	290	290	348	79	276	317	380	447	510	
16-May	- 23-May	198	257	257	309	79	263	301	361	425	485	
23-May	- 30-May	217	281	308	352		397	449	550	633	723	
30-May	- 02-Jun	217	308	281	352							
02-Jun	- 23-Jun	225	291	291	349	79	276	317	380	447	510	
23-Jun	- 25-Jul	225	291	261	349	79	303	349	418	491	562	
25-Jul	- 01-Sep	256	331	331	411		392	473	567	667	761	
01-Sep	- 15-Sep	227	284	284	340	79	289	337	385	434	481	
15-Sep	- 13-Oct	227	284	284	340	79	277	323	370	416	461	
13-Oct	- 17-Oct						266	311	355	399	443	
17-Oct	- 20-Oct	230	287	316	345							
20-Oct	- 27-Oct	230	316	316	345		419	489	558	629	699	
27-Oct	- 03-Nov	230	316	287	345		338	394	451	507	563	
03-Nov	- 10-Nov	198	246	246	295	69	243	283	323	365	405	
10-Nov	- 24-Nov	181	227	227	271	69	222	260	297	334	371	
24-Nov	- 01-Dec	173	215	215	259	69	222	260	297	334	371	
01-Dec	- 22-Dec	158	199	199	238	69	222	260	297	334	371	
22-Dec	- 27-Dec						472	532	593			
27-Dec	- 30-Dec		297	297						694	730	
30-Dec	02-Jan-2020						434	473				
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	

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The Ashbury Hotel

We have 99 holes of exceptional golf to choose from.
Most guests choose to stay 3, 4 or 5 nights
to allow the opportunity to play more courses.
For Tee-Time Bookings call 01837 55742

		Number of Nights - Arrival Days									
		Weekend				Midweek					
		2	3	3	4	1	3	4	5	6	7
Start	End	Fri	Thurs	Fri	Thurs	Thu/Sun	Mon	Sun/Mon	Sun	Mon/Fri	Sun/Mon Thurs/Fri
14-Feb	- 21-Feb	173	216	238	260		279	325	372	418	464
21-Feb	- 24-Feb	173	238	216	260						
24-Feb	- 07-Mar	170	212	212	255	69	207	242	276	311	344
07-Mar	- 04-Apr	185	231	231	277	69	228	267	304	342	380
04-Apr	- 21-Apr	228	285	285	342		294	343	392	441	490
21-Apr	- 23-May	228	285	285	342	79	272	317	362	408	454
23-May	- 30-May	234	293	313	352		299	350	399	449	499
30-May	- 02-Jun	234	313	293	352						
02-Jun	- 25-Jul	231	289	289	347	79	277	323	370	416	462
25-Jul	- 01-Sep	250	313	313	375		329	383	438	494	548
01-Sep	- 12-Sep	231	290	290	348	79	289	337	385	434	481
12-Sep	- 29-Sep	226	282	282	339	79	277	323	370	416	461
29-Sep	- 10-Oct	226	282	282	339	69	264	308	352	396	440
10-Oct	- 17-Oct	218	273	273	328	69	256	299	341	384	427
17-Oct	- 20-Oct	215	269	296	323						
20-Oct	- 27-Oct	215	296	296	323		339	395	452	509	565
27-Oct	- 03-Nov	215	296	269	323		279	325	372	418	464
03-Nov	- 10-Nov	148	185	185	223	69	213	249	284	320	354
10-Nov	- 24-Dec	140	176	176	211	69	213	249	284	320	354
27-Dec	- 30-Dec		255	255						558	
30-Dec	02-Jan-2020	260					368	404			
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

GOLF BUGGY TARIFF: When charges are applicable the following rates apply: 18 Holes £16 (£12 after 3.15pm) / All Day £22

04 Oct-28 Apr 2019 1/2 Price	29 Apr-22 May 2019 Full Price	23 May-02 Jun 2019 1/2 Price	03 Jun-06 Jun 2019 3/4 Price	07 Jun-14 Jul 2019 Full Price	15 Jul-28 Aug 2019 1/2 Price
29 Aug-01 Sep 2019 3/4 Price	02 Sep-02 Oct 2019 Full Price	04 Oct-22 Apr 2020 1/2 Price	23 Apr-26 Apr 2020 3/4 Price	27 Apr-20 May 2020 Full Price	21 May-31 May 2020 1/2 Price
01 June-04 June 2020 3/4 Price	05 Jun-12 Jul 2020 Full Price	13 Jul-26 Aug 2020 Half Price	27 Aug-30 Aug 2020 3/4 Price		

TARIFF INFORMATION & BOOKING CONDITIONS

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

Room Categories

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

d. 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.

e. 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 10%. ***For all bookings made from 01/09/19 this will increase to 20%**

b. During off-peak seasons, family suites may be sold as 2 singles and will be charged a single room supplement of 10%.

c. 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 on page 5. For more than one request you will be charged an additional 5%.

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

f. Guests can request the following specific areas at no extra cost, however they cannot be guaranteed. If you wish to guarantee your area or request a more specific area than those stated, a supplement of 5% applies.

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

g. 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 60%.

h. If a specific room is requested and adult bedspace is occupied by children aged 8 and under, the children will be charged 60% 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.

e. An early payment discount is available for those able to pay the balance of their stay more than 8 weeks in advance:

Number of adults in the booking:	Discount per calendar month prior to pay in full date
1-7	0.25% (quarter)
8 or more	0.5% (half)

Price Accuracy

a. You will receive a written 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. In line with UK law, there is no charge for this service.

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 must 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 subject online booking transactions to different payment terms and conditions.

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. A group of 8 adults or more are entitled to a party rate discount. (See Special Rates page for more information). **Please note that all new bookings made from 01/09/19 will receive new discounts: Midweek Breaks (Arriving Sun/Mon): 1 in 8 Adults FREE. 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 a family suite or in a separate room. (See Special Rates page for more information).

Party Rate Rules

- To qualify for a party rate discount we ask you to pay one deposit, return one booking form and pay one final balance.
- Children not paying the full tariff price are excluded from party rate discounts.
- 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.
- 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

- All communication regarding cancellations or changes to a booking must be sent in writing via email, post or fax from the lead name on the booking. Changes are subject to availability.
- 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 deposit (25% of Total)
4 weeks – 48 hours	50% of Total (25% deposit and 25% accommodation)
48 hours or less (including foreshortening of your stay once the break has commenced)	100% (All deposit and accommodation)

- Substantial changes, such as alterations to the booking date, made within 8 weeks of arrival will be treated as a cancellation.
- If you have not arrived by 8am the morning after your holiday start date or contacted us to confirm when you're 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.
- 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 the 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.

CONTACT US...

Reservations:

Booking lines are open 8am-10pm, seven days a week.

Tel: **01837 53053**

Alternatively you can 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 bookings service please leave your name, phone number, reference number and dates of stay and our team will get back to you as soon as possible.

Tel: **01837 55742**

Booking Treatments

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

therapy@manorhousehotel.co.uk

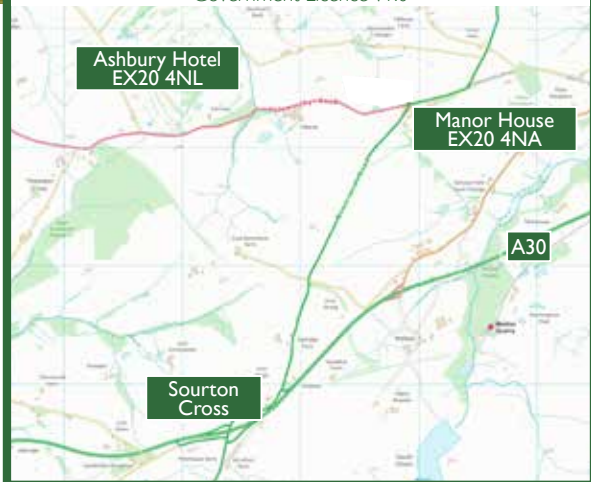
Booking Activities

During our quieter off-peak times we can also pre-book selected activities for groups of 8 adults or more.

sport@manorhousehotel.co.uk

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

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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.

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 half a mile, you will find the hotel entrance on your right hand side.