



Booking terms and Conditions

MAKING YOUR BOOKING

To make a booking, you may either book online (where available) or telephone the hotel concerned direct on 01995 600100. The person making the booking (“the party leader”) must be at least 18 and must be authorised to make the booking on the basis of these Booking Conditions by all persons named on the booking. By making a booking, the party leader confirms that he/she is so authorised and that all party members agree to be bound by these Booking Conditions. The party leader is responsible for making all payments due to the hotel concerned. Subject to availability, we will confirm your arrangements on behalf of the hotel concerned by issuing a confirmation upon request by email or post. This will be sent to the party leader. Please check this carefully as soon as you receive it. Contact us immediately if any information, which appears on the confirmation, or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. Any errors in any documentation were made by us we regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 14 days of our sending it out. We will do our best to rectify any mistake notified to us outside these time limits but you must meet any costs involved in doing so. The only exception to this requirement to meet costs is where the mistake in question was made by us and there is good reason why you did not tell us about it within these time limits. The confirmation will also be available to view at all times in the ‘Retrieve a Reservation’ section on our website. You will need to log in in order to view the confirmation details.

RATES, PAYMENT, CHANGES AND CANCELLATION

BEST AVAILABLE RATES

These are rates based on room only and bed & breakfast. The following terms apply to bookings made at these rates:-

FULLY FLEXIBLE RATES

Credit card guarantee required at time of booking

Full payment for the accommodation plus any extras added will be taken by the hotel at check out.

Cancellations and amendments are available up to 4pm on the day of arrival at no charge, after this 1 night’s accommodation charge will be levied by the hotel and will be charged to the card provided as guarantee.

SAVER PREPAID RATE/ MULTI NIGHT OFFER / SPECIAL OFFERS

These are reduced rates based on room only, bed & breakfast or inclusive or dinner and or lunch where bookings are made at least 3 days in advance. The following terms apply to bookings made at these rates:-

Full credit card prepayment is required for duration of stay

Prepayment charged to the credit card between time of booking and day of arrival.

The hotel will not refund the payment in the event of a cancellation or non-arrival.

No changes can be made to the booking without the hotel levying cancellation charges of the full cost of the booking.

GOLF PACKAGES

These are reduced rates and are subject to a £10 per person none refundable deposit which will be deducted from the final total of the room which is paid on check out plus any extras taken.

Once checked in no changes can be made to the booking without incurring the full charge agreed. Should the course be closed by the greenkeepers a complimentary round will be offered a refund of the golf element will be discounted and would normally be 20% less than the green fees at the time of booking.

For groups

Group bookings are subject additional terms and condition which can be provided at the time of booking.

PAYMENT

In respect of all arrangements requiring payment prior to the start of the arrangements in question, if we do not receive all payments due in full and on time, we are entitled to assume (on behalf of the hotel (s) concerned) that you wish to cancel your booking. In this case, we will be entitled to keep all monies paid or due at that date and you must pay the cancellation charges shown above depending on the date we reasonably treat your booking as cancelled (on behalf of the hotel (s) concerned).

Payment for incidental extras (e.g. drinks, room upgrades, early check in, etc.) must be made directly to the hotel before you check out.