

Tariff & Information

November 2017 - April 2019

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 it's 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 £5 per person, £2.50 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. *Please note, from 02/09/18 lunch rates will increase to £6 / £3.

All meals are served from our hot and cold buffets. At dinner an A la Carte menu is also available (small extra charge applies) along with High Tea for young children between 5.00pm and 5.30pm. A dedicated children's buffet is available from 6.15pm in school holidays.

We adopt a relaxed attitude to dinner although we do request that gentlemen wear full length trousers, not shorts.

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.

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 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. 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 between

November to March 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 at the following supplements (to be paid to the golf shop at the time of booking): Monday - Thursday £5pp per day. Friday - Sunday an additional 9 holes may be booked for your arrival day at a cost of £15pp. All additional golf to be charged at arrival day rate. 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
New Age 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
Falconry	✓	✓	FREE
Evening Entertainment	✓	✓	FREE
Fun House & Play Areas	✓		FREE
Pedal Karts	✓	✓	FREE
Water Slides	✓	✓	FREE
Games Zones	✓	✓	FREE
Ten Pin Bowling	✓	✓	FREE

PLUS 18 Tutored Crafts with FREE Tuition - Including Pyrography, Hot Press Printing, Glass Engraving and Pottery*

* Free golf - 27 holes per person, per night. 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.

ACCOMMODATION



Bedrooms

We have 204 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. Just let us know if you have any special requests when you make your booking.

Dining

All of our breaks are FULL BOARD. This means all meals are included during your stay. (Lunch is £5* on arrival / departure day. We request that arrivals please join us for lunch between 1.30pm and 2.30pm and on departure, if you choose to stay for lunch, we respectfully ask that you please do so between 12pm and 1.20pm. *Lunch will be increasing to £6 from 02/09/18).

If you require a special diet please fill in the 'Allergy and Food Intolerance' form under the 'tariff and 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 AND
LOUNGES NOW
HAVE FREE
WI-FI



Generous Group Discounts

Groups of 8 adults (17yrs+) or more are entitled to the following discounts:

8 - 15 adults	2.5%
16 - 25 adults	5%
26 or more adults	7.5%

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 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)

Requesting Specific Rooms & Areas

You may request any of the following areas for no extra charge, subject to availability.

Manor: **1-92** or **94-183**

At Ashbury you may request one of 3 specific areas: **Highview** or **Moorview & Westview** or **Farmhouse, Clubhouse & Dormy**

For an **additional 10%** you can book a specific room, a refurbished room, or a more specific area.

Children in a Family Room with Two Adults

Children sharing with 2 adults will pay the following percentages of the adult tariff:

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

Children in a Family Room with One Adult

The oldest child sharing with one adult will pay the following percentages of the adult tariff:

9-16yrs	80%	Baby in a Cot up to 2yrs	10%
2-8yrs	60%	Baby in Carry Cot up to 3 months	FREE

The price for subsequent children in the room will go as 'Children in a family room with two adults'.

Children in a Separate Room

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

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%**

SPECIAL OFFERS



Autumn to Spring Specials

5th October 2017 - 25th April 2018

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

Summer Sizzlers

16th July 2018 - 29th August 2018

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.

Half Terms & 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.

Free Wine Offer

Guests staying on Thursday and 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 16/07/18 - 29/8/18).

Free wine on a Thursday will be removed from 25/04/18.

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 options available.)

FESTIVE BREAKS



Pre-Christmas Breaks

5th November - 22nd December 2017
4th November - 22nd December 2018

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

- FREE tea and coffee (10am-5pm)
- FREE mince pies (10am - 5pm)
- FREE pre-dinner cocktails on Wednesday & Saturday nights
- FREE group photographs

Plus receive all of our fantastic Autumn to Spring extras.

Christmas Breaks

22nd - 27th December 2017
22nd - 27th December 2018

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 2017
27th - 30th December 2018

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 2017 - 2nd January 2018
30th December 2018 - 2nd January 2019

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!

*Subject to change - please see website for Evening Entertainment updates etc.

Please note: All prices at both hotels are 'B-Category'. If you require 'A-Category' rooms, they incur an additional 5% charge.

TARIFF 2017 • 2018 • 2019
incl. VAT @ 20% - Full Board
Price Per Person. This Tariff Nov 2017
supersedes all previous editions.

The Manor House Hotel

Start		End		Number of Nights - Arrival Days						
				Weekend				Midweek		
				2	3	3	4	3	4	5
Start	End	Fri	Thurs	Fri	Thurs	Mon	Sun/Mon	Sun	Mon/Fri	Sun/Mon Thurs/Fri
02-Nov	- 12-Nov	184	238	238	286	229	263	315	370	423
12-Nov	- 26-Nov	169	218	218	262	210	241	289	340	388
26-Nov	- 03-Dec	161	208	208	250	193	221	266	312	357
03-Dec	- 10-Dec	143	184	184	221	189	217	261	306	350
10-Dec	- 22-Dec	148	192	192	230	171	197	236	277	317
22-Dec	- 27-Dec					432	488	543		
27-Dec	- 30-Dec		272	272					635	669
30-Dec	- 02-Jan-18					397		462	490	
02-Jan-18	- 28-Jan	149	186	186	224	210	245	280	315	350
28-Jan	- 08-Feb	160	207	207	248	216	248	298	350	400
08-Feb	- 15-Feb	198	252	274	307	322	370	452	526	596
15-Feb	- 18-Feb	198	274	252	307					
18-Feb	- 04-Mar	183	236	236	283	216	248	298	350	399
04-Mar	- 29-Mar	183	236	236	283	230	264	317	372	425
29-Mar	- 08-Apr	260	336	336	403	332	382	458	539	615
08-Apr	- 15-Apr	227	294	294	353	332	382	458	539	615
15-Apr	- 26-Apr	204	264	264	317	250	287	344	405	462
26-Apr	- 17-May	213	276	276	331	263	302	362	426	486
17-May	- 24 May	189	245	245	294	250	287	344	405	462
24-May	- 31-May	207	268	293	335	378	428	524	603	689
31-May	- 03-Jun	207	293	268	335					
03-Jun	- 24-Jun	214	277	277	332	263	302	362	426	486
24-Jun	- 15-Jul	214	277	249	332	289	332	398	468	535
15-Jul	- 19-Jul					313	360	432	508	580
19-Jul	- 02-Sep	244	315	315	391	373	450	540	635	725
02-Sep	- 16-Sep	216	270	270	324	275	321	367	413	458
16-Sep	- 14-Oct	216	270	270	324	264	308	352	396	439
14-Oct	- 18-Oct					253	296	338	380	422
18-Oct	- 21-Oct	221	276	304	332					
21-Oct	- 28-Oct	221	304	276	332	403	470	537	605	672
28-Oct	- 11-Nov	190	237	237	284	236	275	314	354	393
11-Nov	- 25-Nov	174	218	218	261	216	252	288	324	360
25-Nov	- 02-Dec	166	207	207	249	216	252	288	324	360
02-Dec	- 22-Dec	152	191	191	229	216	252	288	324	360
22-Dec	- 27-Dec					454	512	570		
27-Dec	- 30-Dec		286	286					667	702
30-Dec	- 04-Jan-19					417	455	485		
04-Jan-19	- 27-Jan	153	192	192	230	216	252	288	324	360
27-Jan	- 14-Feb	165	206	206	247	222	260	297	334	371
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	222	260	297	334	371
03-Mar	- 04-Apr	188	236	236	283	237	276	316	355	395

TARIFF 2017 • 2018 • 2019
incl. VAT @ 20% - Full Board
Price Per Person. This Tariff Nov 2017
supersedes all previous editions.

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

Start		Number of Nights - Arrival Days								
		Weekend				Midweek				
		2	3	3	4	3	4	5	6	7
Start	End	Fri	Thurs	Fri	Thurs	Mon	Sun/Mon	Sun	Mon/Fri	Sun/Mon Thurs/Fri
02-Nov	- 12-Nov	135	175	175	210	169	195	234	274	313
12-Nov	- 03-Dec	128	166	166	199	169	195	234	274	313
03-Dec	- 22-Dec	121	157	157	188	163	187	225	264	302
22-Dec	- 27-Dec					388	439	489		
27-Dec	- 30-Dec		228	228					499	
30-Dec	- 02-Jan-18	232				329				
02-Jan-18	- 08-Feb	122	153	153	183	168	196	224	252	280
08-Feb	- 15-Feb	161	201	212	242	259	302	345	389	432
15-Feb	- 18-Feb	161	212	201	242					
18-Feb	- 08-Mar	161	201	201	242	196	229	261	294	327
08-Mar	- 29-Mar	175	219	219	263	216	252	288	324	360
29-Mar	- 15-Apr	217	271	271	326	280	327	373	420	467
15-Apr	- 26-Apr	210	263	263	315	248	289	331	372	413
26-Apr	- 24-May	217	271	271	326	259	302	345	389	432
24-May	- 31-May	223	279	298	335	285	333	380	428	475
31-May	- 03-Jun	223	298	279	335					
03-Jun	- 15-Jul	220	275	275	330	264	308	352	396	440
15-Jul	- 19-Jul					278	324	371	417	463
19-Jul	- 02-Sep	238	298	298	357	313	365	417	470	522
02-Sep	- 13-Sep	220	276	276	331	275	321	367	413	458
13-Sep	- 27-Sep	215	269	269	323	264	308	352	396	439
27-Sep	- 30-Sep	208	260	260	312					
30-Sep	- 11-Oct	215	269	269	323	251	293	335	377	419
11-Oct	- 18-Oct	208	260	260	312	244	285	325	366	407
18-Oct	- 21-Oct	202	253	278	303					
21-Oct	- 28-Oct	202	278	253	303	318	371	424	477	530
28-Oct	- 11-Nov	139	174	174	209	202	236	269	303	336
11-Nov	- 24-Dec	132	165	165	198	202	236	269	303	336
27-Dec	- 30-Dec		239	239					524	
30-Dec	- 04-Jan-19	244				345	379	409		
04-Jan-19	- 14-Feb	132	165	165	198	202	236	269	303	336
14-Feb	- 21-Feb	169	211	232	254	272	317	363	408	453
21-Feb	- 24-Feb	169	232	211	254					
24-Feb	- 07-Mar	166	207	207	249	202	236	269	303	336
07-Mar	- 04-Apr	180	225	225	270	222	260	297	334	371

Please note: A selection of 'A-Category' rooms are now available at the Ashbury. These rooms incur an additional 5% charge.

GOLF BUGGY TARIFF: When charges are applicable the following rates apply: 18 Holes £16 (£12 after 3.15pm) / All Day £22					
04 Sep-04 Oct 2017 Full Price	05 Oct-31-Dec 2017 1/2 Price	01 Jan-25 Apr 2018 1/2 Price	26 Apr-29 Apr 2018 3/4 Price	30 Apr-23 May 2018 Full Price	24 May-03 Jun 2018 1/2 Price
04 Jun-07 Jun 2018 3/4 Price	08 Jun-15 Jul 2018 Full Price	16 Jul-29 Aug 2018 1/2 Price	30 Aug-02 Sep 2018 3/4 Price	03 Sep-03 Oct 2018 Full Price	04 Oct-04 Apr 2019 1/2 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. An 'A-Category' room may be smaller with a good view of the grounds / Dartmoor, a large room that may not have such a good view, or a refurbished room. 'B-Category' rooms are generally smaller with driveway views.

b. Family suites (2 bedrooms, 1 bathroom and 1 interconnecting lobby) are classed as 'A-Category'.

c. Due to the popularity of our family suites we have put room dividers into some of our family rooms. This consists of a 3ft partition with a curtain above, separating the double bed from the single(s) 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%.

d. Some of our rooms have doors opening out on to a patio, these can be booked, subject to availability, for an additional 2.5%.

e. 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.

f. 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 15%.

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 a 20% to 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 10%.

c. Requests for Wet Rooms / Assistance Showers will be charged a 10% supplement. On presentation of a blue badge, or similar, this supplement will be lowered to 5% for 'A-Category' rooms and removed completely for 'B-Category' rooms. Please note all of our Wet Rooms are classed as 'A-Category'.

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

e. 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 10% applies.

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

f. 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%.

g. 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 10% 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. All Credit Card transactions are subject to a non-refundable 2% charge; Debit Cards, Cheque and Bank Transfer payments have no charge. To pay by Debit or Credit Card please call reservations on 01837 53053. In line with UK law, no charge will be made for Credit Card transactions as of 13/01/2018.

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 Party Rate Rules for more information).

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 with one or two adults; 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)

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 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.

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 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.

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.

Brochure accuracy

We take care to ensure that the details of our brochures 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.

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.

Email: 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.

Email: 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.