



Tariff & Information

March 2016 - July 2017

The Manor House & Ashbury Hotels

The Only Sport, Craft & Spa Hotels in the UK



Great Value, Great Choice, Great Break!

manorhousehotel.co.uk

01837 53053

EXTRA INFORMATION & ALL YOU NEED TO KNOW....

Any questions?

We try to ensure that this brochure has all the information you need to book the right break for you. Should you have any queries or special requirements not covered here, please contact us: 01837 53053 or enquiries@manorhousehotel.co.uk

In order for you to enjoy your break at The Manor House and Ashbury Hotels we request that you read the following information prior to making your booking.

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. You are welcome to arrive earlier and stay later if you wish to use our facilities on these days.

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. 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 and leisure equipment is available for hire from our hotel receptions (returnable cash deposit required). Your accommodation is cleaned daily throughout your stay. Swimming towels are available from reception for a £1 hire charge and £5 deposit.

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.

Breakfast and lunch are served from our hot and cold buffets. Dinner is table service, with an A la Carte menu available (small extra charge applies) along with High Tea for young children between 5.00pm and 5.30pm. A dedicated children's menu 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 menu requirements

We provide vegetarian meal options at every meal. Should anyone in your party have any other dietary requirements, please let us know when you book your holiday and we will endeavour to accommodate your needs.

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 our receptionist 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.)

Little extras

We have a number of cots and high chairs available. Most of our 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).

Guests with disabilities

We are happy to provide as much advice and information as possible to people with disabilities who wish to holiday at one of our hotels. 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. It is essential you discuss your needs with us BEFORE you book to give us as much information as possible so that we can advise you on suitable locations and ensure that you get the most enjoyable holiday possible.

To assist guests with limited mobility we have 5 wheelchairs and 5 mobility scooters available, free of charge, to blue badge holders. £10 deposit is required.

Wi-fi Availability

Wi-fi is available free of charge in the lounge/bar areas at both hotels. During 2016 this will be extended out to bedrooms and facilities.

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. The golf shop has a designated line for tee bookings - 01837 55742. See back page for more information.

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.

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

A number of our bedrooms are now fitted with disabled 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.

Easy Access

We have a number of wheelchairs and mobility scooters available to hire. We recommend booking these in advance.

Dining

All of our breaks are FULL BOARD. This means all meals are included during your stay. (Lunch £5 on arrival and departure days). We can also cater for your specific dietary requirements. Please let us know at the time of booking.

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. Wi-Fi available.

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:

ClubHouse Bar - Well stocked with hot and cold drinks. Wi-Fi available

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.

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.

SPECIAL OFFERS



Summer Sizzlers

17th July 2016 - 31st August 2016

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 page 6 for more information.

Half Terms & School Holidays

During school holidays we operate 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.

Autumn to Spring Specials

6th October 2016 - 26th April 2017

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
FREE group tennis tuition
FREE group photographs
10% OFF health & beauty treatments

Free Wine Offer

Available on all breaks throughout the year. Guests staying on Sunday and Thursday 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.

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

If you're celebrating a special occasion why not ask us about our celebration packages from just £4.95pp (Packs include 2 bottles of Prosecco, celebration cake, 8 balloons, party banner and table decorations). Please contact us prior to your arrival and we will arrange the rest.

(Celebration packages available for groups of 8 adults or more. Upgrade options available)

FESTIVE BREAKS



Pre-Christmas Breaks

6th November - 22nd December 2016

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 Wed & Sat nights
- FREE group photographs

Plus receive all of our fantastic Autumn to Spring extras including 10% OFF health & beauty treatments.

Christmas Breaks

22nd - 27th December 2016

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 23rd & 24th
- FREE champagne receptions on the 25th & 26th
- FREE wines & liqueurs with dinner on the 25th & 26th

Live entertainment* including hypnosis show, disco and a visit from Father Christmas. *Subject to change

Twixmas Breaks

27th - 30th December 2016

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

New Year Breaks

30th December 2016 - 2nd January 2017

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!

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
01-Mar	- 10-Mar	161	208	208	250	196	225	270	317	362
10-Mar	- 24-Mar	175	226	226	271	216	248	298	350	399
24-Mar	- 10-Apr	207	268	268	322	267	307	368	433	494
10-Apr	- 17-Apr	227	294	294	353	243	279	335	393	449
17-Apr	- 28-Apr	227	294	294	353	248	285	342	402	459
28-Apr	- 08-May	210	272	272	326	243	279	335	393	449
08-May	- 19-May	210	272	272	326	259	298	358	420	480
19-May	- 26-May	210	272	272	326	243	279	335	393	449
26-May	- 02-Jun	213	274	284	336	258	312	383	450	578
02-Jun	- 05-Jun	213	284	274	336					
05-Jun	- 26-Jun	210	272	272	326	256	294	353	415	473
26-Jun	- 17-Jul	214	277	277	332	260	299	359	422	481
17-Jul	- 21-Jul					278	320	384	451	515
21-Jul	- 04-Sep	218	293	293	353	282	343	418	488	569
04-Sep	- 15-Sep	214	277	277	332	267	307	368	433	494
15-Sep	- 29-Sep	209	271	271	325	256	295	353	415	474
29-Sep	- 02-Oct	202	261	261	313					
02-Oct	- 13-Oct	209	271	271	325	244	280	336	395	451
13-Oct	- 20-Oct	202	261	261	313	237	272	326	383	438
20-Oct	- 27-Oct	173	250	271	336	303	368	466	531	606
27-Oct	- 30-Oct	173	271	250	336					
30-Oct	- 06-Nov	151	196	196	235	186	214	257	302	345
06-Nov	- 13-Nov	135	175	175	210	169	195	234	274	313
13-Nov	- 04-Dec	128	166	166	199	169	195	234	274	313
04-Dec	- 24-Dec	121	157	157	188	163	187	225	264	302
26-Dec	- 30-Dec	168	217	217	260				476	508
30-Dec	- 02-Jan-2017	232				329	360			
02-Jan-2017	- 29-Jan	114	147	147	176	158	182	218	257	293
29-Jan	- 09-Feb	118	153	153	184	158	182	218	257	293
09-Feb	- 12-Feb	140	188	195	248					
12-Feb	- 26-Feb	140	195	188	248	228	284	340	402	455
26-Feb	- 09-Mar	161	208	208	250	196	225	270	317	362
09-Mar	- 30-Mar	175	226	226	271	216	248	298	350	399
30-Mar	- 23-Apr	207	268	268	322	267	307	368	433	494
23-Apr	- 27-Apr					248	285	342	402	459
27-Apr	- 07-May	210	272	272	326	243	279	335	393	449
07-May	- 18-May	210	272	272	326	259	298	358	420	480
18-May	- 25-May	210	272	272	326	243	279	335	393	449
25-May	- 01-Jun	213	274	284	336	258	312	383	450	578
01-Jun	- 04-Jun	213	284	274	336					
04-Jun	- 25-Jun	210	272	272	326	256	294	353	415	473
25-Jun	- 16-Jul	214	277	277	332	260	299	359	422	481

GOLF BUGGY TARIFF: When charges are applicable the following rates apply: 18 Holes £16 (£12 after 3.15pm) / All Day £22						01 Mar - 27 Apr 2016 1/2 Price
28 Apr - 01 May 2016 3/4 Price	02 May - 25 May 2016 Full Price	26 May - 05 Jun 2016 1/2 Price	06 Jun - 09 Jun 2016 3/4 Price	10 Jun - 17 Jul 2016 Full Price	18 Jul - 31 Aug 2016 1/2 Price	01 Sep - 04 Sep 2016 3/4 Price
05 Sep - 05 Oct 2016 Full Price	06 Oct - 26 Apr 2017 1/2 Price	27 Apr - 30 Apr 2017 3/4 Price	01 May - 24 May 2017 Full Price	25 May - 04 Jun 2017 1/2 Price	05 Jun - 08 Jun 2017 3/4 Price	09 Jun - 16 Jul 2017 Full Price

Please note: All Manor Prices are 'B-Category'.
If you require 'A-Category' please state when
booking and on your confirmation sheet.
There will be an additional 5% charge.

TARIFF 2016 • 2017
incl. VAT @ 20% - Full Board
Price Per Person. This Tariff Mar 2016
supersedes all previous editions.

The Manor House Hotel

Start		End		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		
21-Feb	- 06-Mar	183	236	236	283	212	244	306	344	393		
06-Mar	- 24-Mar	183	236	236	283	230	264	331	372	425		
24-Mar	- 31-Mar	250	323	323	388	319	367	460	517	591		
31-Mar	- 07-Apr	219	283	283	340	319	367	460	517	591		
07-Apr	- 14-Apr	204	264	264	317	250	287	360	405	462		
14-Apr	- 28-Apr	213	275	275	330	258	296	371	417	477		
28-Apr	- 08-May	207	268	268	322	250	287	360	405	462		
08-May	- 19-May	207	268	268	322	258	296	371	417	477		
19-May	- 26-May	189	245	245	294	250	287	360	405	462		
26-May	- 02-Jun	170	255	279	320	360	408	510	576	658		
02-Jun	- 05-Jun	170	279	255	320							
05-Jun	- 16-Jun	206	266	266	319	251	288	361	406	464		
16-Jun	- 26-Jun	208	269	269	323	251	288	361	406	464		
26-Jun	- 17-Jul	208	269	269	323	258	297	372	419	478		
17-Jul	- 21-Jul					313	360	432	508	580		
21-Jul	- 04-Sep	195	303	303	376	359	433	541	627	714		
04-Sep	- 18-Sep	209	270	270	324	267	307	368	433	494		
18-Sep	- 02-Oct	209	270	270	324	256	295	353	415	474		
02-Oct	- 16-Oct	202	261	261	313	256	295	353	415	474		
16-Oct	- 20-Oct					246	283	340	399	456		
20-Oct	- 27-Oct	184	276	303	351	384	441	552	624	710		
27-Oct	- 30-Oct	184	303	276	351							
30-Oct	- 13-Nov	184	238	238	286	229	263	315	370	423		
13-Nov	- 27-Nov	169	218	218	262	210	241	289	340	388		
27-Nov	- 04-Dec	161	208	208	250	193	221	266	312	357		
04-Dec	- 11-Dec	143	184	184	221	189	217	261	306	350		
11-Dec	- 22-Dec	148	192	192	230	171	197	236	277	317		
22-Dec	- 27-Dec					432	488	543				
27-Dec	- 30-Dec		259	259					605	637		
30-Dec	- 02-Jan-17					397			490			
02-Jan-17	- 15-Jan	145	187	187	224	198	228	274	321	367		
15-Jan	- 29-Jan	149	193	193	232	210	241	289	340	388		
29-Jan	- 09-Feb	155	201	201	241	210	241	289	340	388		
09-Feb	- 12-Feb	160	240	261	292							
12-Feb	- 26-Feb	160	261	240	292	309	352	440	510	581		
26-Feb	- 05-Mar	183	236	236	283	212	244	306	344	393		
05-Mar	- 30-Mar	183	236	236	283	230	264	331	372	425		
30-Mar	- 09-Apr	219	283	283	340	319	367	460	517	591		
09-Apr	- 16-Apr	250	323	323	388	319	367	460	517	591		
16-Apr	- 23-Apr	204	264	264	317	319	367	460	517	591		
23-Apr	- 27-Apr					258	296	371	417	477		
27-Apr	- 07-May	207	268	268	322	250	287	360	405	462		
07-May	- 18-May	207	268	268	322	258	296	371	417	477		
18-May	- 25-May	189	245	245	294	250	287	360	405	462		
25-May	- 01-Jun	170	255	279	320	360	408	510	576	658		
01-Jun	- 04-Jun	170	279	255	320							
04-Jun	- 15-Jun	206	266	266	319	251	288	361	406	464		
15-Jun	- 25-Jun	208	269	269	323	251	288	361	406	464		
25-Jun	- 16-Jul	208	269	269	323	258	297	372	419	478		

SPECIAL RATES



Generous Group Discounts

Groups of 8 adults 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 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:

12-17yrs	60%	Baby in a Cot up to 2yrs	10%
9-11yrs	50%		
5-8yrs	40%	Baby in Carry Cot up to 3 months	FREE
2-4yrs	25%		

Children in a Family Room with One Adult

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

9-17yrs	70%	Baby in a Cot up to 2yrs	10%
2-8yrs	50%	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 up to 17yrs in a separate room with no adults will pay **70%** 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	70%

PLEASE NOTE: Children up to the age of 9 may be allocated a fully sprung child's bed. If full size beds are specifically requested the children will be charged at 60%.

If a specific room is requested and adult bedspace is occupied by children under 9 the children will be charged at 60% plus the 10% supplement for a specific room request.

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. Please note that for any bookings made prior to the 1st March 2016, our previous terms and conditions will apply.

Room Categories

- Room classification at the Manor House Hotel takes into account the view and/or the size of the room. An 'A-Category' room may be smaller with a good view of the grounds / Dartmoor or a large room that may not have such a good view. 'B-Category' rooms are generally smaller with driveway views.
- Family suites (2 bedrooms, 1 bathroom and 1 interconnecting lobby) are classed as 'A-Category'.
- 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%.
- Some of our rooms have doors opening out on to a patio, these can be booked, subject to availability, for an additional 2.5%.
- 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.
- 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).

Single Rooms

- There is a minimum single room supplement of 15%.
- During off-peak seasons, family suites may be sold as 2 singles and will be charged a single room supplement of 10%.
- At both hotels we have identified a number of double/twin room 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

- All special requests must be given in writing via letter, fax or email. Requests are not guaranteed.
- Requests for specific rooms will be charged 10%.
- 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.
- For all school holidays and half terms we cannot accept a booking in a large family room for only double or twin occupancy.
- 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

- 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 under the age of 9, the children will be charged 60% plus the 10% supplement for a specific room request.

Paying for your holiday

- A deposit of 25% is required at the time of booking when the arrival date falls within 6 months. For breaks further ahead, the deposit is payable 6 months prior to arrival.
- Your deposit of 25% is payable by cash, debit card, credit card, bank transfer or cheque. (See Payments for further information).
- The remaining balance must be paid 8 weeks prior to arrival.
- 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 or claim your deposit.
- An early payment discount is available for those able to pay the balance of their stay more than 8 weeks in advance. (This will replace the existing 2.5% discount for groups paying 1 month prior to arrival.)

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

- You will receive a written confirmation of your booking once we receive your 25% deposit.
- 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.
- 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.
- We reserve the right to increase 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

- 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.
- To pay via bank transfer our details are as follows:
Sort Code: 40-42-18 Account Number: 62703238 Ref: 'Manor No.2'
(Please call reservations to notify us that your payment is being made.)
- Cheques must be made payable to the Manor House Hotel Ltd.
- If your payment is returned unpaid by your bank or card provider, we may charge an administration fee, or even cancel your booking.
- 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 some 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.

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Cancellations

a. All communication regarding cancellations or changes to a booking must be sent in writing via post, fax or email from the lead name on the booking. Changes are subject to availability.

b. 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%)
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'll 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.

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 dependant 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

a. To qualify for a party rate discount we ask you to pay one deposit, return one booking form and pay one final balance.

b. Children not paying the full tariff price are excluded from party rate discounts.

c. 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.

d. 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.

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 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.

Brochure accuracy

We take care to ensure that the details of this brochure 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.

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 doctors note to confirm the condition is no long contagious.

Insurance

As with all holidays we recommend that all guests take out their own holiday insurance policy prior to their stay.

OUR FANTASTIC CHOICE AND VALUE

		Manor & Ashbury		Center Parcs	
Sport	Badminton	✓	FREE	✓	From £6.75
	Indoor Tennis	✓	FREE		
	Outdoor Tennis	✓	FREE	✓	From £10.50
	Squash	✓	FREE	✓	From £9
	Table Tennis	✓	FREE	✓	From £5.25
	Indoor Bowls	✓	FREE		
	Archery	✓	FREE	✓	From £18.50
	Air Pistols / Air Rifles	✓	FREE		
	5-A-Side Football	✓	FREE	✓	From £8.75
	Basketball		FREE		
	Gym Pass	✓	FREE	✓	From £12
	Snooker	✓	FREE	✓	From £6.75
	Zumba	✓	FREE	✓	From £8
Craft	Pottery - Slip Casting / Wheelwork	✓	From £5		
	Pottery - Bisque Painting	✓	From £1	✓	From £4
	Jewellery Making	✓	From £1		
	Enamelling / Glass Engraving	✓	From £1		
	Hot Press Printing	✓	From £3		
	Woodwork	✓	From £1		
Family	Pedal Karts	✓	FREE		
	Water Slides	✓	FREE	✓	FREE
	Ten Pin Bowling	✓	FREE	✓	45mins - £19
	Adventure Golf	✓	FREE	✓	from £6
	Falconry (Peak)	✓	FREE	✓	From £22.50
Spa	Swedish Massage	✓	1hr - £34	✓	50min - £75
	Standard Facials	✓	1hr - £34	✓	55min - £69
	Standard Manicures	✓	1hr - £30	✓	55min - £40
	Hopi Ear Candles	✓	½hr - £16	✓	45min - £49
Golf	Number of Courses	✓	7 x 18 Hole Options	✓	1 x 9 Hole Course
	Golf Included	✓	27 Holes Per Night		
	Buggy Hire	✓	£11 - £22 Per Day		
	Practice Facility	✓	50 Balls - £1		

* All prices, activities & facilities listed at the Manor & Ashbury Hotels and Centre Parcs are taken from their websites and are correct as at 10/02/16.

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

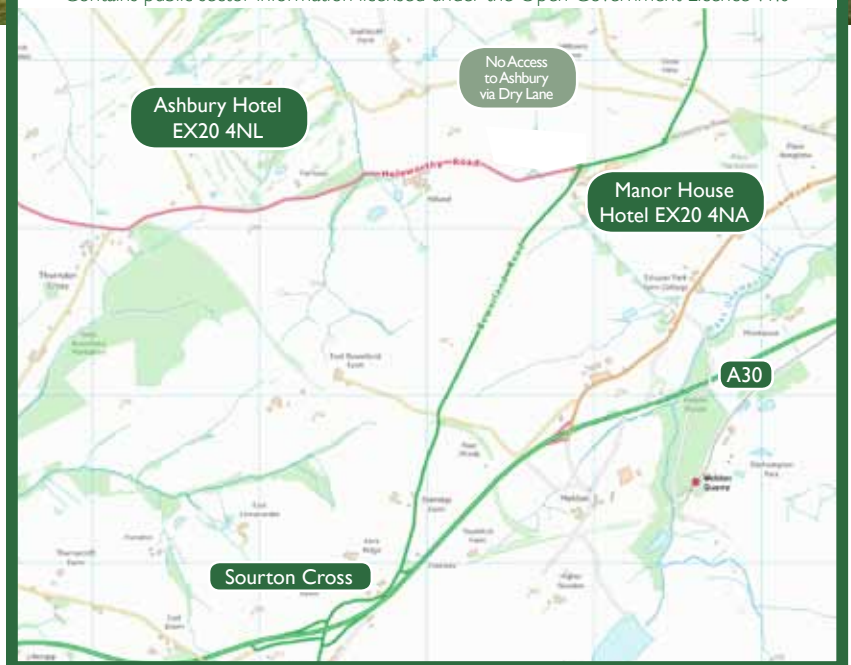
Booking Activities

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.