



## Room Book Mark Terms & Conditions of use

### 1. Earning Stay Stamps ( SS ) and redeeming your Book Mark Voucher ( BMV )

- a. Your book mark should be a SINGLE card that is fully stamped . It should reflect the fact that you as an individual ( or a couple ) have stayed at Broadoaks for TEN nights in total .
- b. It is your responsibility to get your BMV stamped when you check out after your stay . The Broadoaks reception team will write on the date of your stay , sign their name and stamp the box .
- c. If you forget to have your card stamped when you check out then you must bring a copy of the receipt from your last stay .
- d. Stays from other family members are not transferable to your voucher .
- e. The BMV has no cash value. Redeemed vouchers cannot be used again.
- f. Stay Stamps can only be earned when you have paid to stay at the hotel , a SS may not be earned on the night of the FOC booking .

### 2. Accommodation bookings

The fully stamped Book Mark is valid for the following:

- a. ONE night stay in a BIJOU or CLASSIC COLLECTION ROOM for 2 x adults on a DBB basis for a Sunday to Thursday night.
- b. If you wish to upgrade your room to another collection, the following fees will apply
  - i. Romantic collection upgrade £25 per night
  - ii. Suite collection upgrade £45 per night
  - iii. Master suite collection upgrade £55 per night
  - iv. Allowance towards the Retreat £100 in total  
( please note this room requires a two night min stay )
- c. To make a booking on a Saturday night will incur an upgrade fee of £50
- d. To make a booking on a Friday night will incur an upgrade fee of £25
- e. **ALL** Rooms will be allocated on your arrival, if you wish to select a specific room prior to your arrival then an additional £15 fee will be charged and added to your confirmation
- f. You may only make a room booking subject to our availability and only 90 days in advance of when you would like to join us.
- g. Book Mark Vouchers may not be used on the following dates:
  - i. 24th Dec to 27th Dec
  - ii. 30th Dec to 1st Jan
  - iii. ALL Half Term Weeks
  - iv. During the two-week Easter break
- h. All other terms and charges for additional adults, children & Dogs are per our standard booking terms and conditions .
- i. Your voucher may be used for single occupancy, no value however will be returned nor will any alternative items be substituted in place of anything else eg wine, extra food.

### **3. Compensation**

- a. Stay Stamps earned are not covered by any compensation scheme.

### **4. Loss, theft, damage**

- a. You should treat your BMV like cash in a wallet. If you lose your Card or it is stolen, you will lose any SS that you have earned in the same way as if you lost your wallet

### **5. Disputes**

- a. In the event of any dispute, the decision of Broadoaks Country House is final.
- b. Broadoaks Country House reserves the right to amend these terms and conditions where we consider it reasonable and necessary to do so without prior notice.