

## Gift Voucher Standard Terms & Conditions

### 1. Making a booking

- a. You may only make a room booking or restaurant reservation subject to our availability and only 90 days in advance of when you would like to join us . These are our standard terms even for non voucher bookings.
- b. We need the following numbers from you in order to confirm your booking :
  - i. Voucher Number
  - ii. Internal Transition Number

### 2. Restaurant bookings

- a. Vouchers may NOT be used on the following dates :
  1. 24<sup>th</sup> Dec to 27<sup>th</sup> Dec
  2. 30<sup>th</sup> Dec to 1<sup>st</sup> Jan
  3. Feb 13<sup>th</sup> to 15<sup>th</sup>

### 3. Accommodation bookings

- a. A voucher assumes that 2 x adults will be staying in a std double room. Additional charges will apply for :
  - i. Twin bed or extra bed set up ( see section 5 below )
  - ii. Children and Dogs ( see section 5 below )
- b. On your arrival we will ask for a swipe from a credit card or debit card to cover any extras
- c. Unless your Voucher specifically states that you may stay with us on a Saturday night then you will need to pay an upgrade fee of £55 when you make the booking
- d. Unless your Voucher specifically states that you may stay with us during a school half term break or Bank Holiday then you will need to pay an upgrade fee of £55 per night when you make the booking.
- e. Accommodation Vouchers may not be used on the following dates :
  - i. 24<sup>th</sup> Dec to 27<sup>th</sup> Dec
  - ii. 30<sup>th</sup> Dec to 1<sup>st</sup> Jan
  - iii. Feb 13<sup>th</sup> to 15<sup>th</sup>

### 4. Room Check in and Check out

- a. Check in is guaranteed from 3pm on the day of arrival, if you do need an earlier check in time please just call us in advance, we will try our very best to accommodate your request . Check out is generally 11am on the day of departure, if you find our beds so comfortable that you just can't get up, then subject to availability we might be able to give you a little more time.

### 5. Children ,Extra Adults and Single occupancy

- a. We do not charge for children aged 3 years and under providing they don't eat cooked full breakfasts!
- b. All other children (3yrs to 11yrs) will be charged an extra £30.00 B&B.
- c. Extra Adults (more than 2 ) staying in a suitable room will be charged an extra £50 B&B.
- d. Not all of our rooms are suitable for accommodating extra guests so please ask us at the time of booking.
- e. Children are allowed in our Oaks restaurant providing they are seated and not making a noise disturbing other guests

- f. Your voucher may be used for single occupancy, no value however will be returned nor will any alternative items be substituted in place eg wine, extra food.

## **6. Dogs**

- a. We welcome well behaved Dogs to stay in the following guest rooms :
  - i. The Boudoir, and all 3 of our Garden Suites
- b. Dogs “on a lead” are permitted in the following public areas & rooms :
  - i. The Front Bar, our Music Room, all main grounds and outside terraces.
- c. Dogs “ off the lead” are permitted in our rear dog walking field at the back of the hotel . This is a dedicated and enclosed area specifically for dog owners .
- d. Dog guests must be over 12 months old , maximum of 2 medium sized ( up to 30kg ) dogs per room
- e. Dogs are charged at £25 DDBB (Doggie Dinner Bed & Breakfast) per night (see 4 paws menu on our web site for food selections). Price will be reduced by £5 if own food provided.
- f. Dogs are NOT allowed in our fine dining restaurant or in our Orangery . Our small bar has 1 table that can be booked for 2 adults and 1 dog for dining . We regret that this table can only be confirmed 24 hours in advance and is only available if we have less than 50% occupancy in the hotel .
- g. If your dog causes disturbance to other guests while they are in house or in your room then we may politely need to ask you to move the dog into your car.
- h. A damage deposit of £250 will be held on a credit card of your choice . Typically this amount is held for up to 3 days by the credit card company . If you are paying cash then we will require payment of this amount in full . If you are paying cash then we will need to do a room inspection prior to your departure .
- i. Any damage found after your departure will be photographed ,date stamped and emailed to you within 24 hours of your stay . Spoilage and damage charges will be applied to your account per clause 10 below .The amount will be held back from the damage deposit held , if this is not sufficient then you will be sent an invoice for the remaining amount . The amount should be paid within 7 days of your departure .
- j. We would strongly recommend not leaving your dog in our bedrooms unattended, from past experience if your dog frets in your absence then they sometimes decide to scratch or chew items in our rooms .

## **7. Monetary Value Vouchers**

- a. Monetary Value Vouchers may not be redeemed or exchanged for cash.
- b. Refunds will not be given in cash when using a Monetary Voucher, it can be used once only.
- c. A monetary voucher is like cash. Lost vouchers cannot be replaced.
- d. Monetary Vouchers may not be used on the following dates :
  - i. 24<sup>th</sup> Dec to 27<sup>th</sup> Dec
  - ii. 30<sup>th</sup> Dec to 1<sup>st</sup> Jan
  - iii. Feb 13<sup>th</sup> to 15<sup>th</sup>

## **8. Cancellation Policy**

- a. Once you have made your booking with us and we have sent you your confirmation, you have made a contract in law with us. We appreciate that things sometimes do change so we would urge you to take out travel insurance so that in the event of a cancellation out of your control then you are covered.
- b. You may transfer your booking to another date within 90 days of your original booking providing you have given us 14 days' notice. You may be asked to pay the difference in the booking value if you have moved to a higher priced season or room type.
- c. Bookings cancelled within 14 days of arrival will not be eligible for a transfer; we will consider them to be used.

## 9. VAT

- a. We reserve the right to make increase prices by the relevant amount if VAT is increased on or before arrival date. Rates currently are 20% VAT inclusive.

## 10. Payment Methods for any final bills

- a. We welcome cash, and all major credit Cards except AMEX.
- b. Credit Card charges :  
Debit cards – Zero charge  
Credit cards – 1.5% if your bill is over £800

## 11. Smoking

- a. We are a STRICT NON SMOKING HOUSE; smoking is permitted on our outside terraces and gardens only. We also respectfully ask that you and your guests please use the ashtrays provided. The minimum charge for non-compliance is £150 per guest room.

## 12. Loss of gift Voucher

- a. Gift vouchers can only be replaced if you have the original voucher number .

## 13. 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.

## 14. Spoilage and Damage to Rooms & Furniture

- a. **Specialist deep cleaning or re decoration to walls** : If any extra intensive cleaning is required over and above normal usage after you have departed ( this includes 3<sup>rd</sup> party companies hired to provide a service for you ) , you shall be liable for the cost of the extra cleaning that may be required . Charges will only be levied in the event that it takes our team of cleaners any extra time and/or effort to clean the room. We will automatically ask you to pay £250 until all work has been completed. If part of the room needs to be re decorated due to damage to the walls then we will ask you for £1,000 . When the work has been done we will give you a copy of the final bill for your records.
- b. **Carpets** : If a carpet is soiled or damaged to the point that it needs to be replaced , then you will be responsible for the entire replacement cost to include fitting . We will automatically ask you for £1,000 until the replacement carpet has been fitted .When the work has been done we will give you a copy of the final bill for your records.
- c. **Repairs or replacements to furniture or other house items:** Will be charged for at a labour rate of £35 per hour plus materials. We will automatically ask you for a payment of £250 until all work has been completed. We reserve the right to hold a higher amount if needed. When the work has been done we will give you a copy of the final bill for your records.
- d. **Mattress Spoilage:** Our standard minimum charge for Mattress Spoilage is £150 . If the Spoilage is severe and the mattress needs to be replaced then we will ask you for £1,000 until a replacement mattress has been purchased . We will replace the mattress with the same quality and type that was on the bed. When the mattress has been replaced we will give you a copy of the final bill for your records.  
Note : We use commercial quality mattresses .
- e. **Loss of room or hotel revenue**  
If a room or use of the entire Hotel at Broadoaks needs to be kept out of service due to any damage that you or your party may have caused including the above items , you will be charged the full DB&B rate per our standard tariff for the room until the room can be opened again for use .

**Notes :** If you or your guests have already left our premises before our housekeeping team discover any of the above damages, we will inform you by email along with the provision of any time stamped photographs . All damage payments due will also be listed. Any damage payments due will be taken at 5pm on the same day . We will happily

take the payment from the guest that caused the damage providing it is paid prior to 5pm .

## **15. Non Broadoaks Food & Drink**

- a. We do not permit customers to consume their own alcohol in any of our public rooms or grounds, unless it has been specifically agreed in advance.
- b. If any Alcohol other than Alcohol purchased at Broadoaks is found within these areas we reserve the right to charge the main bill the following corkage charges :
  - c. 1ltr/750mL bottle of spirit           £75 each
  - d. Bottles or cans of beer               £5 each
  - e. Bottles or boxes of wine           £25 each
  - f. Mini bottles of alcohol           £3.50 each (50ml)
- g. As licensees we have a duty of care to provide alcohol to our guests that is under our control. We thank you for your understanding in this sometimes difficult matter.