



## Christmas & New Year 2/3 day breaks Booking terms and conditions

### 1. Deposits and Payments

- 1.1. For our 2/3 day breaks. An initial deposit of £300 per adult is required to make a booking.
- 1.2. All outstanding amounts are due for payment 28 days prior to your arrival. All other extras will be charged to your account and will be due for payment on check out.
- 1.3. For Christmas Day lunch bookings and 31st December Gala Dinner bookings we require full payment on booking.

### 2. Cancellation Policy

- 2.1. When you make a reservation at a hotel it is a contract in law, 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 some of your costs will be covered.
- 2.2. Our cancellation terms are as follows :
  - ❖ Within 8 – 12 weeks of your stay 50% of the value will be payable
  - ❖ Less than 8 weeks from your stay 100% of the value will be payable
- 2.3. We will do our very best to resell the room if you do need to cancel. If we do then we will refund your credit card with the amount we receive less 25% administration costs (and to cover any commissions we may have paid to booking agents).

### 3. Single Occupancy

- 3.1. We are pleased to offer rooms from our Bijou & Classic Collection for single occupancy at a supplement of 25% .If other rooms are available on the day of arrival then you will be invited to upgrade if you so wish.

### 4. Children and Extra Adults

- 4.1. All of our prices shown in our brochure are per person based on 2 people sharing a room.
- 4.2. Whilst we welcome well behaved children at Broadoaks our New Year's Eve 31<sup>st</sup> Dec Gala Dinner Party is not really suitable for children under 12 years old.
- 4.3. Children aged 0 – 3 year no charge.
- 4.4. Children aged 3- 16 years £85 per night. (Please note that we can only accommodate children and extra people in certain rooms so please check before confirming your booking.)
- 4.5. Extra adults sharing a room will be charged at 50% of the standard per person brochure price unless otherwise agreed.
- 4.6. The above rates assume that 2 other adults will be sharing the same room with their extra guests. Not all of our rooms are suitable for accommodating extra guests so please ask us at the time of booking.

### 5. Dogs

We welcome well behaved Dogs to stay in the following guest rooms :

- 5.1. The Boudoir, and all 3 of our Garden Suites
- 5.2. Dogs "on a lead" are permitted in the following public areas & rooms :
- 5.3. The Front Bar, our Music Room, all main grounds and outside terraces.
- 5.4. 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 .
- 5.5. Dog guests must be over 12 months old , maximum of 2 medium sized ( up to 30kg ) dogs per room

- 5.6. 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.
- 5.7. 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 .
- 5.8. 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.
- 5.9. 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 .
- 5.10. 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 .
- 5.11. 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 .

## 6. Smoking

- 6.1. Sorry smokers we are a STRICT NON SMOKING HOUSE, smoking is permitted on our outside terrace and gardens, we respectfully ask that you please use the ashtrays provided.

## 7. Check in and Check out

- 7.1. 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.

## 8. VAT

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

## 9. Payment Methods

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

## 10. Spoilage and Damage to Rooms & Furniture

- 10.1. **Specialist deep cleaning or re decoration to walls** : If any extra intensive cleaning is required over and above normal usage after you or your guests 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 for a £250 payment to be made 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 for £1,000. When the work has been done we will give you a copy of the final bill for your records.
- 10.2. **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 ask 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.
- 10.3. **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 ask for £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.
- 10.4. **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 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 .

10.5. **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 reason including any of 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 .

10.6. **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

**11. Loss of room revenue**

11.1.1. Broadoaks reserves the right to charge Full Room B& B tariff should we not be able to resell a guest room after your event due to the following reasons:

- ❖ Smoking in any of our guest bedrooms.
- ❖ Breakages rendering the room incomplete to resell to another guest.
- ❖ Specialist room cleaning including carpet shampooing.
- ❖ Soiled beds or furnishings.