



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.