



HOTEL · RESTAURANT · GOLF

HEACHAM  
MANOR

**SEARLES CAMPING GROU LIMITED, HEACHAM MANOR, HUNSTANTON ROAD,  
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#### TERMS AND CONDITIONS RELATING TO HIRING OF HOTEL BEDROOMS

1. Hotel accommodation prices are per room per night and include Full English Breakfast. This includes cottage rooms which are located in the adjacent cottages and Pavilion rooms located in the adjacent Pavilion Building but are treated as hotel accommodation.
2. Self-Catering Cottage Accommodation prices are per cottage per period (3 nights, 4 nights or 7 nights) and are on a self-catering basis only.
3. Prices stated for accommodation are inclusive of VAT which is charged at a prevailing rate and are subject to change if the VAT rate changes. Rates are subject to change without notification.
4. Dinner Bed and Breakfast rates for adults (12 years +) include a dinner allowance of starter, main and dessert from the Mulberry Restaurant a la carte menu. Supplements may apply for premium dishes. Please see menu online for examples of the dishes currently available, menus are subject to seasonal changes. Dinner Bed and Breakfast rates for children (age 2-12) include a dinner allowance of 2 courses from the Children's Menu.  
Any Dinner bills over and above these allowances will be subject to an additional charge.
5. For hotel rooms a mutually binding contract will come into existence when we issue a confirmation of booking letter having received a non-refundable deposit of £50.00 per room at time of booking with full payment required before departure.
6. Groups of 5 or more rooms must then pay the full balance 28 days prior to arrival, this is non-transferable and non-refundable, subject to condition 12 below. The full amount will be retained for non-arrivals whether it is the full group or part thereof.
7. For self-catering cottages booked more than 9 weeks in advance a non-refundable deposit of £50.00 per room is required at time of booking with full payment required 9 weeks before arrival. Full payment is required at time of booking if booked within 9 weeks of arrival date.
8. Credit shall not be granted without prior arrangement with the Hotel. A minimum of 14 days is required to arrange credit facilities and accounts must not exceed agreed credit limits. Heacham Manor reserves the right to refuse credit. A pre-authorisation of an acceptable debit or credit card will be taken on arrival if the customer wishes to put charges to their room during the stay.
9. Check-in is from 3pm and check-out time is 11am. This is applicable for hotel rooms and the cottages.
10. All rooms within the hotel are strictly non-smoking.



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## 11. Standard Cancellation Policy –

11.1 For a serviced booking If the reservation is cancelled prior to seven days of arrival for any reason other than those to which condition 12 applies, we will credit the deposit for a future booking within 3 months. If the reservation is cancelled within 7 days of arrival, you will lose the deposit. If the reservation is cancelled within 3 days of arrival, the first night may be charged if room is not re-booked. For non-arrival without notice, full charges will apply. This does not apply to group bookings, for which separate terms apply.

11.2 For a self catering booking If the reservation is cancelled for any reason other than those to which condition 12 applies the charges are as per the table below:

<b>Cancellation date prior to arrival</b>	<b>Refund given</b>
More than 64 days	100% less deposit
43 - 64 days	50% of monies paid less deposit
29 - 42 days	30% of monies paid less deposit
8 - 28 days	10% of monies paid less deposit
7 days or less	No refund available

## 12.0 Cancellation Conditions

12.1 We may make reasonable changes to our services. Our changes may reflect changes in relevant laws, guidance and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.

12.2 If we make changes which mean we can only satisfy your booking in a radically different way, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. We prefer that you postpone rather than cancel but will always allow you to cancel where the law gives you the right to do so.

12.3 Either of us has the right to cancel your booking, or any unused days, if the law prevents you from visiting or staying with us or because we are no longer able to provide your booking for any other reason outside our control. Again, we prefer that you postpone but will always allow you to cancel where the law gives you the right to do so.

12.4 If you decide to cancel in any of these circumstances and your booking has not started, then we will refund your booking including any deposit. If your booking has started, then we will refund any days unused. We will not charge an administration fee, and we will only deduct any costs we have already incurred which we cannot recover elsewhere ("Direct Costs"). We will not be liable to make any other payment to you.

12.5 Either of us may also cancel your booking, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If we cancel and your booking has not started, then we will refund your booking in full including any deposit. If your booking has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee and we will not deduct



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any Direct Costs. If you cancel in these circumstances, we will refund on the same basis but may deduct any Direct Costs. In neither case will we be liable to make any other payment to you.

12.6 This condition 12 also applies to group bookings.

13. The normal room rate will apply for a hotel room booked for single occupancy, except that the breakfast allocation (and dinner allocation if applicable) for the second person will be deducted.

14. Only persons listed on the booking may occupy the accommodation allocated.

The maximum number of persons allowed in each room is defined below:

Cottage Standard Room - Maximum Occupancy: 2 adults and 1 child (0-12)\*.

Manor Classic Room - Maximum Occupancy: 2 adults.

Manor Deluxe Room - Maximum Occupancy: 2 adults and 1 child (0-12)\*.

Manor Easy Access Room – Maximum Occupancy: 2 adults, 1 child (2-12) and 1 child (0-2)\*.

Manor Four Poster Room - Maximum Occupancy: 2 adults and 1 child (0-12)\*.

Manor Suite - Maximum Occupancy: 2 adults, 1 child (2-12) and 1 child (0-2)\*.

Cottage Suite - Maximum Occupancy: 2 adults, 2 children (2-12) and 1 child (0-2)\*.

Pavilion Deluxe – Maximum Occupancy: 2 adults and 1 child (0-12)\*

Pavilion Suite – Maximum Occupancy: 2 adults, 2 children (2-12)\*

2 Bed Cottage - Maximum Occupancy: 6 people – any combination but max 4 adults and 2 children. A minimum of 1 adult must stay in the cottage with the children\*.

3 Bed Cottage - Maximum Occupancy: 8 people – any combination but max 6 adults and 2 children. A minimum of 1 adult must stay in the cottage with the children\*.

\* Z-Beds (Folding Beds) for children age 2-12 and/or Cots for children age 0-2 may be required. These are subject to availability and a small extra charge may apply.

15. For golf inclusive breaks, all golf is subject to availability and weather conditions. The Hotel cannot be held accountable for inclement weather conditions. However, if the Heacham Manor golf course is closed by us, due to safety reasons will we offer a refund for that round at a rate of 50% of that days standard 18 hole guest rate.

16. You are required to declare if you are suffering from a contagious or infectious disease when making a booking and prior to arrival.

17. Dogs are permitted in certain designated cottage suites by prior arrangement and subject to a per dog per night surcharge additional to the cottage suite rate. A maximum of 2 well behaved dog are permitted per cottage suite.



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18. You are responsible for any damage caused to fixtures, fittings, furnishings and equipment in the hotel, cottages and grounds by any member of your party.
19. Offensive language and behaviour will not be tolerated.
20. If you or any member of your party commit a serious breach of these Terms & Conditions (in particular but not only condition 19) or any of the rules displayed at the hotel, or at the adjacent Resort and golf course, we may terminate the booking for all members of the party and require you to leave. If the breach is capable of remedy, then before we cancel the booking we will give you a written notice which gives you the opportunity to remedy the breach within a reasonable period. Depending on the nature of the breach, this period may be short – for example a notice relating to anti-social behaviour will generally require remedy within 30 minutes. If you are asked to leave under these circumstances then neither you nor any member of your party will be due a refund, nor any compensation, and you and your party may be refused future bookings with us.
21. All vehicles and their contents are permitted to enter the grounds at their owner's risk and Heacham Manor accepts no responsibility for theft, damage or injury whilst on the premises unless caused or contributed to by our negligence.
22. Force Majeure – Heacham Manor will not accept responsibility or pay compensation for circumstances outside our control, including extreme weather conditions.
23. Heacham Manor advises customers to seek holiday insurance cover prior to arrival.
24. Should you have any problems with your accommodation or otherwise during your holiday with us, please notify our reception staff immediately so remedial action, if necessary, may be taken. Any complaints brought to our attention, will be dealt with by Management within one calendar month. It is important that you tell us as soon as you become aware of a matter so that we can investigate this as soon as possible. If you do not tell us until after you have left the hotel, then it may not be possible to find evidence to uphold your complaint.
25. If you are suffering from a contagious or infectious disease which may be transmitted within the areas/facilities of the hotel, then you may not use those areas/facilities.
26. Not to permit anyone who is to your knowledge on the Violent and Sex Offender Register or subject to a Risk of Sexual Harm Order or a Child Abduction Warning Notice (or any register, order or notice succeeding these) to use or visit the Hotel.
27. We handle your personal information in accordance with our Privacy Policy on the website