

## TERMS & CONDITIONS

1. Hotel accommodation prices are per room per night and include Full English Breakfast. This includes standard rooms which are located in the adjacent cottages 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 at 20% 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 £27.50 per person from the evening dinner menus. Dinner Bed and Breakfast rates for children (age 2-12) include a dinner allowance of £9 per person from the Children's Menu.  
Any Dinner bills over and above these allowances will be subject to an additional charge.
5. A mutually binding contract will come into existence when we issue a confirmation of booking letter. The contract entered into is between the owner of the hotel accommodation and the hotel guest. Where the hotel accommodation is owned by a third party, Heacham Manor Hotel acts as a Booking Agent on behalf of the property owners.
6. A reservation constitutes a contract. For hotel rooms a non-refundable deposit of £50.00 per room is required at time of booking with full payment required before departure.
7. Groups of 5 or more rooms must pay a non-refundable £50.00 per room deposit at time of booking. The final balance is due 28 days prior to arrival, this is non-transferable and non-refundable. The full amount will be retained for non-arrivals whether it is the full group or part thereof.
8. For self-catering cottages booked more than 8 weeks in advance a non-refundable deposit of £50.00 per room is required at time of booking with full payment required 8 weeks before arrival. Full payment is required at time of booking if booked within 8 weeks of arrival date.
9. 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.
10. Check-in is from 3pm and check-out time is 11am. This is applicable for hotel rooms and the cottages.
11. All rooms within the hotel and the cottages are strictly non-smoking.
12. If the reservation is cancelled prior to seven days of arrival, 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.
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)\*.

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 and therefore refunds or compensation will not be considered.

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 rooms / cottages by prior arrangement and subject to a £10.00 per dog per night surcharge. A maximum of 2 well behaved dog are permitted per bedroom.

18. You are responsible for any damage caused to fixtures, fittings, furnishings and equipment in the hotel, cottages and grounds.

19. Offensive language and behaviour will not be tolerated. The management reserves the right of admission and may refuse or terminate a booking at their own discretion if such actions affect other customers and staff.

20. Notwithstanding any liability under the Occupiers Liability Act 1957, or otherwise, 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.

21. Force Majeure – Heacham Manor will not accept responsibility or pay compensation for circumstances which amount to 'force majeure', including extreme weather conditions.

22. Heacham Manor advises customers to seek holiday insurance cover prior to arrival.

23. 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.

**TO BOOK OR FOR MORE INFORMATION**

**Call: 01485 536030 Email: [info@heacham-manor.co.uk](mailto:info@heacham-manor.co.uk)**

Heacham Manor is part of Searles Leisure Group (Searles Camping Ground Limited).