



GHYLL MANOR

HOTEL & RESTAURANT

2009 Accommodation Prices
Terms & Conditions

A beautiful 16th century manor house set in forty acres of gardens
Accommodation, fine dining, weddings and corporate events

CSMA
CLUB

2009 Accommodation Prices

Bed & Breakfast Rates

	CSMA Club	Public
1st January - 30th December 2009	From £136	From £170

Dinner, Bed & Breakfast Rates

	CSMA Club	Public
1st January - 30th December 2009	From £152	From £190

Standard, Superior and Feature are subject to availability and an upgrade fee which is charged per room per night.

All prices are per room per night including VAT at the current rate and based on 2 people sharing. Sole occupancy room rates are available on request. Dinner, Bed and Breakfast rates are based on 2 adults sharing a standard bedroom for a minimum of 2 nights.

To book call **0845 345 3426** or visit **ghyllmanor.co.uk** for more information



Ghyll Manor

Terms and Conditions

For the purposes of these terms and conditions "CSMA Club", "our", "us" and "we" means the CSMA Club which is a trading name of Motoring & Leisure Services Limited. For the purposes of these terms and conditions "you" means any party entering the terms and conditions for the provision of booking accommodation.

Ghyll Manor is a country house Hotel. Our guests' enjoyment and safety is paramount and therefore we ask you read the following terms and conditions, combined with our code of conduct, before you make your booking as they do form part of your booking contract. Peak periods include Bank Holidays and School Holidays.

If you are entering into this agreement as a consumer that is, a natural person acting for purposes outside your trade, business or profession, you have additional protections. We have set these out in Clause 12.

Definitions

"Bank Holidays" – any day in England on which the banks are closed for business.

"School Holidays" – any holiday which coincides with a period of time from which schools are closed and declared as a School Holiday by us.

1. Bookings

1. You must pay a non-refundable deposit of 25% of the total holiday cost. This is required at the time of making your reservation.
2. The balance due date will be identified on your deposit confirmation letter. The balance will then be payable by you 6 (six) weeks before the arrival date.
3. If payment is not received by the balance due date your booking will be cancelled.

4. Reservations made within 6 (six) weeks of the arrival date must be paid in full at the time of booking.

5. Prices quoted include VAT at the current rate. We reserve the right to amend our VAT rate should the VAT rate change.

6. All bookings are provisionally reserved until we send to you written confirmation of the reservation. You will receive an acknowledgement email if you reserve a booking online confirming we have received your provisional booking. Please note this will not mean that we have accepted your booking

7. Upon payment of your deposit we will send you written confirmation to include details of:

- a) your accommodation dates;
- b) deposit paid;
- c) type of accommodation booked;
- d) number of people;
- e) outstanding balance information.

8. The contract between us, will only be formed once we have received your deposit and have sent to you the written confirmation.

9. It is your responsibility to check this information on receipt of the written confirmation and advise us immediately if anything is incorrect.

10. Any amendments or alterations to the booking may be made within 14 days of the Booking Date, without charge (Amendments).

11. Cancellations within 14 days of the Booking Date will be charged in line with the cancellation policy and are not classed as Amendments.

12. We will forward a copy of the code of conduct with your deposit and confirmation letter. This code of conduct forms the rules of the complex and failure to comply with the code of conduct by

any member of your party will result in a breach of these terms and conditions. Any person in breach of the code of conduct and these terms and conditions will be asked to leave. In such circumstances no refunds or compensation relating to unused accommodation will be given. The code of conduct has been established in order that all our visitors get maximum enjoyment from their stay. Failure to comply may result in financial penalties, refusal of further bookings or expulsion from CSMA Club.

13. Amendments to your booking 14 days after the booking date will incur a charge of £15, this is the cost to us for making any amendments to the booking.

14. Change of dates will be viewed as a cancellation of your original booking and will not automatically be transferable; cancellation charges will be applied.

15. We are a family complex, catering for families and couples, and do not accept bookings from all male or all female parties of 3 or more persons without prior permission from management and for which conditions may apply such as damage deposit etc. We may impose restrictions on the number of bookings. We also reserve the right to refuse any booking.

16. Payments may be made by Visa, MasterCard, Maestro, Switch, Solo and Delta. If you wish to pay by cheque, cheques should be made payable to Motoring & Leisure Services Ltd. Cheques must be received within 7 days of the booking date for deposits.

17. No accommodation may be occupied by more persons than stated total occupancy levels.

18. Only the members of the party named in the booking are entitled to occupy the accommodation.

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19. Accommodation is available from 3pm on the start date of your stay. Departure time for rooms is 10am. Please note that accommodation not vacated by the advised time will incur a further daily charge at the tariff rate. Please inform us in advance if your arrival time is expected to be after 8pm on your arrival date.

2. Late Payments

Interest on late payments will be charged at 4% above the Royal Bank of Scotland base rate, in addition to debt recovery costs. You must raise any queries relating to an invoice must be made within seven days of receipt of the invoice and should not delay the payment of any other amounts due and payable.

3. Cancellation

1. Please note that cancellations must be notified at least 24 hours prior to arrival check-in time. If you are compelled to cancel please notify the hotel immediately by telephone and follow this with an email, fax or written confirmation. Your deposit will only be refunded if we can re-let your room. You will be charged in full if the cancellation is made less than 24 hours prior to This communication must come from the person who made the booking and will not be acted upon until received in writing.

4. Changes by us

1. We reserve the right to make amendments to your booking, which may be necessary owing to circumstances beyond our control We will endeavour to inform you as soon as possible and will act reasonably at all times before opting to cancel any stay you have booked.

2. In certain circumstances where amendments are not possible we reserve the right to cancel your stay. On any such cancellation you shall be entitled

to reimbursement of such monies including the deposit or a proportion of the same as have been paid by you to us.

3. We endeavour to provide facilities as advertised in the brochure. We reserve the right to alter, delete or close certain amenities or facilities, where circumstances beyond our control such as a Force Majeure event occurs. We shall act reasonably in all circumstances, however on certain occasions cancellations may occur without prior notice.

4. The operation of the premises is subject to guidelines as laid down by the Health and Safety Executive and Local Authorities and their codes of practice. We reserve the right to adjust our services to meet these standards. Every effort will be made, where possible to inform you of this in advance.

5. Force Majeure - we regret we cannot accept any responsibility for such circumstances beyond our control such as natural disasters, strikes, lockouts or other industrial dispute, fires, technical problems, act of governments, acts of terrorism or extreme/ unusual weather conditions. We shall refund all amounts you have paid on the occurrence of any Force Majeure event. We regret we cannot pay any compensation or meet any expenses or costs you may incur as a result of such cancellation or change.

5. Special Requests

1. To assist us, it would be helpful if you could advise us of any special requests or requirements at the time of making your booking, including allergies or any mobility difficulties. We cannot guarantee to fulfil these requests but will make every effort to assist.

2. We will note any requests for specific accommodation, however, we cannot guarantee exact locations, or adjacent rooms. We are happy to provide as much advice and information as possible to people with disabilities who wish to holiday with us. Please talk to us before making your booking as not all accommodation types are suitable for guests with disabilities and wheelchair access may be limited.

6. Licensing Laws

In accordance with UK licensing laws, we can only sell alcohol to persons aged 18 years or over. We may require you to show proof of age using an approved form of identification.

7. Use of accommodation

1. You shall not use or allow the use of the premises for any unlawful purpose or in any unlawful way.
2. You agree not to do anything or bring onto the premises anything which may endanger the use of the property or render invalid any insurance policy.
3. You specifically agree not to use the premises for the provision of any of the following:
 - a) betting, gambling or lotteries including but not limited to sweepstake raffles or tombola's;
 - b) adult entertainment;
 - c) hazardous and flammable substances as listed under the Dangerous Substances and Explosive Atmospheres Regulations 2002.

8. Other Information

1 All rooms are en-suite and include complimentary toiletries, remote control colour television with Sky Satellite Stations, radio, direct-dial telephone, trouser press, hairdryer and tea & coffee making facilities.

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9. Smoking and Pets

1. Smoking is not permitted in any accommodation or inside any buildings on the complex. There is a designated and signposted outdoor smoking area .
2. Pets may be permitted in some accommodation at an additional charge and subject to the code of conduct (clause 1.12)
3. There is a maximum of two pets in any pet unit and some restrictions apply. Please ask for a pet friendly room at the time of booking. Any pet-free room found to have been occupied by a pet following your departure will result in a charge of £40 (forty pounds) being made for full cleaning of the unit. You agree we may charge this to your credit card. Pets are not permitted on the furniture and should not be left unattended in the units at any time.
4. We reserve the right to gain access to all accommodation units at any reasonable time to carry out essential repairs or maintenance.
5. Any lost or missing items should be reported immediately to the duty manager.

10. Damage

1. Any damage should be reported immediately to the duty manager.
2. In the event of damage to furnishings, contents of accommodation units, or any other property belonging to us damage shall be calculated as the cost of repair of the damaged items , including but not limited to the cost of equipment, materials and labour.
3. Lost property will be kept for a maximum of 8 weeks. You are responsible for any postage and expenses for returning such items.
4. Whilst every effort is made to safeguard guests'

property we cannot be held responsible or liable for any losses due to theft or damage caused to guests' personal possessions or property brought to the Hotel or left in accommodation units after check out.

11. Supervision

1. Children remain the responsibility of their parent or guardian at all times. We appreciate that there will be high spirits on holiday but offensive behaviour, wilful damage, unruliness and a lack of consideration for other guests is unacceptable. The staff and management should not be diverted from carrying out their day to day duties in order to deal with complaints from guests relating to unacceptable behaviour or breaches of the code of conduct. Furthermore, staff cannot assume parental responsibilities.
2. CSMA Club Members may book one additional room for occupancy by non members (for occupancy during the same period of time) at member rates. Any other additional rooms will be charged at public rates.
3. CSMA Club membership is not transferable to any third party and you may not permit anyone to use your membership number to book accommodation or obtain member rates.
4. You agree to report to us in writing of all accidents on the premises which involve injury to any individual within 5 (five) days of the accident occurring.

12. Our liability to Consumers

1. If you are a Consumer this clause 12 shall apply. If you are a business this paragraph does not apply to you; please refer to Clause 13 below.
2. These terms and conditions shall not affect your statutory rights. As a consumer, you have certain statutory rights regarding the cancellation of

contracts and claims in respect of losses caused by any negligence on the our part or failure by us to carry out our obligations. For further information about your statutory rights you should contact your local authority Trading Standards office or Citizens Advice Bureau.

3. As a consumer we will not be liable for losses that are not foreseeable to either party when you place your booking with us. Losses are foreseeable where they may be contemplated by you and us at the time the booking is confirmed.
4. We are not liable for: loss of income or revenue, loss of business, loss of profits or contracts, loss of anticipated savings, loss of data, or waste of management or office time however arising and whether caused by tort (including negligence) breach of contract or otherwise, even if foreseeable.
5. Our liability arising out of or in connection with this Agreement is strictly limited to £5,000,000.

13. Our Liability to Businesses

1. If you are a Business this clause 13 shall apply. If you are a Consumer, this clause does not apply to you; please refer to clause 12
2. We are not liable for: loss of income or revenue, loss of business, loss of profits or contracts, loss of anticipated savings, loss of data, or waste of management or office time however arising and whether caused by tort (including negligence) breach of contract or otherwise, even if foreseeable.
3. Nothing in Clause 13.2 shall prevent you from claims for loss or damage that falls within Clause 13.5 below, or any other claims for direct financial loss that are not excluded by any of the categories stated in Clause 13.2.

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4. Our entire liability under or in connection with the Agreement shall not exceed the amount of our charges for the provision of the Services, except as expressly provided in this Agreement.

5. Nothing in this Agreement limits or excludes our liability:

- a) for death or personal injury caused by our negligence;
- b) for any damage or liability incurred by you as a result of fraud or fraudulent misrepresentation by us
- c) for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability

14. CCTV

In the public areas of the building and grounds CCTV is in operation and video recordings may be made. This activity is carried out for security and management purposes only.

15. Data Protection

1. We acknowledge that for the purposes of the Data Protection 1998, we are the data controllers and data processor in respect of any Personal Data.
2. We shall only handle your personal information in accordance with the Privacy Policy attached to these terms and conditions.

16. Feedback

1. The enjoyment of your stay is important to us and as such we provide the 'Promise of Fair Play', Maintenance cards and comment cards. Your valuable comments are used to monitor and improve our service to meet the needs of all our guests.
2. We ask you to notify a member of staff immediately in the unlikely event that our standards do not meet with your expectations.

This will give us an opportunity to resolve any issues at the time. Please note there will be a duty manager available to answer any questions you may have during your stay.

3. We cannot accept liability in relation to any claim unless notified in writing within seven days from the end of your stay.

Privacy Policy

1. Introduction

1. This privacy policy sets out our commitment to you in respect of how we handle your personal information.
2. For the purposes of this policy "CSMA Club", "our", "us" and "we" means Motoring & Leisure Services Limited.
3. This general privacy policy applies to all our dealings with you. This means you can be sure that when you deal with us in any capacity your personal information will be used and protected in accordance with this policy. For some of our products and services, additional specific privacy terms will apply that are relevant only to the product or service in question – for example our web sites. Where additional privacy terms apply to a product or service they will be made available to you as part of the order/application process for the product or service in question.
4. This privacy policy applies to individuals using CSMA Club leisure retreats who are not CSMA Club members. CSMA Club members should refer to the privacy policy on the CSMA Club web-site or in our current CSMA Club literature.

Your Information

2. What information do we collect about you?

The personal information we collect about you is made up from the information you and others give us in the course of your booking. This includes information obtained through: your completion and submission of our booking forms; your use of our web sites and services; and our communications with you.

3. What about sensitive information?

We do not generally seek to collect sensitive personal information about our guests. If we do seek to collect sensitive information we will ask you to explicitly consent to our proposed uses of that information at the time of collection. We use the term "sensitive personal information" to mean information about topics such as personality and private life, racial or ethnic origin, colour, membership of political parties or movements, or other such sensitive topics.

4. Can you give us information about another person?

In certain circumstances you may give us information about another person, for example as part of a group booking. If you give us information about another person then we accept it on the understanding from you that you have made the other person aware of how we will use and disclose their information and the other person has given you permission to provide their details to us. You should not provide us with others' personal information if this is not the case.

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Our use of your information

5. How do we use your information?

1. We will use your information for the following main purposes: (a) for administration of your booking; (b) to provide you with other goods and services that you order from us for marketing purposes in accordance with your preferences (please see below for further details); (c) for internal analysis and research; (d) to comply with legal and regulatory requirements; and (e) to help detect and deal with crime and unsavoury behaviour.

2. We may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

6. Do we use your information for marketing purposes?

1. We hate unsolicited marketing (such as spam emails) as much as you, which means we will not market our goods or services to you, nor give your information to third parties to allow them to market their goods and services to you, without your express consent.

2. You tell us your preferences regarding marketing communications as part of the booking process. And you need not worry if, later, you change your mind since you can let us know of changes you wish to make to your marketing preferences at any time and we will update our records accordingly.

Disclosing your information to third parties

7. Are we concerned about keeping your information secure?

We take security issues seriously. We have implemented appropriate steps to help maintain

the security of our information systems and processes and prevent the accidental destruction, loss or unauthorised disclosure of the information we collect.

8. To whom may we disclose your information?

1. We use agents and service providers (some of which may be located outside Europe) to collect, hold and process on our behalf your personal information for the purposes set out in this policy. These agents and service providers act on our instructions and will only use your information as we tell them to.

2. We may disclose your information to third parties, including the police and other governmental bodies, as required by law or if we think the disclosure may help to detect and deal with crime and unsavoury behaviour.

3. We may give your information to third parties to allow them to market their goods and services to you, but only with your express consent (please see above).

4. We will not sell your information to a third party, except in the unlikely event that we sell our business, or a substantial part of it; in which case we may sell your information as part of the sale to allow the purchaser to carry on providing some or all of our services to you.

Other Terms

9. Can you see and update the information we hold about you?

You have the right to ask for a copy of the information we hold about you (for which we may charge a small fee). If you find at any time that any of the information we hold about you is incorrect then you should promptly notify us and we will

correct the inaccuracy.

10. Do our privacy practices apply to disclosures you make to third parties?

Please note that this policy addresses only the use and disclosure of information we collect from you. If you give your information to others, whether they are third parties that we introduce you to or third party sites that you visit by clicking on a link on one of our web sites, different rules may apply to their use or disclosure of the information you give to them. We do not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. We encourage you to ask questions before you disclose your personal information to others.

11. How can you contact us about privacy issues?

You can contact us about privacy issues or comment or complain about our privacy practices by contacting us at enquiries@ghyllmanor.co.uk

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