

Terms and Conditions

Thank you for choosing to book at Bratton Clovelly Manor (the Manor), though Eversfield Manor Limited (company no 08738541) whose registered office is at Blatchford Farm, Bridestowe, Okehampton, United Kingdom, EX20 4HZ , if you would like to discuss some the following Terms and Conditions, please contact us by 07841976151, or email info@brattonclovellymanor.co.uk

1. Accommodation bookings, all booking are non-transferable by you and your booking is only valid for the guest names and numbers as given to us at the time of booking. We understand that on occasion things change and should you have a need to vary a guest in your booking (e.g. due to ill health) please contact us as soon as possible and in advance of arrival and we will assist where reasonably possible. All Bookings at the Manor are subject to these Terms.

2. At the time of Booking or at check-in, we will take your credit/debit card details and you authorise the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of Booking in certain circumstances or if the Booking includes the supply of certain items or services. No Booking shall be treated as confirmed until the details and/or payment/deposit described in this paragraph have been provided.

3. We reserve the right to cancel or transfer your booking (to another date or accommodation with us) in the event that circumstances arise that mean we cannot or are prevented from fulfilling your booking. We will inform you as soon as possible if this arises and in the event of a cancellation by us, we will refund you all monies paid to us. In no circumstances will we be liable to you for any additional sum exceeding the payments we have received from you at the date of cancellation.

4. The prices displayed on the Websites are an average per night until a rate is selected. Any meals, service or VAT (at the prevailing rate) are included only if specified. A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified. Once a rate is selected on the Websites, the total for your requested stay shall be displayed on the reservation summary. Prices shall be charged in the GBP.

5. Price lists for additional items, such as catered meals and room service, are on display at relevant locations within the Manor and are available on request.

6. In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference.

7. Unless otherwise stated on the booking confirmation, guests may check-in at any time from 4 p.m. on the scheduled day of arrival. On the day of departure, we kindly ask all guests to vacate their

rooms by 10a.m. (unless a later departure is stated as part of your Booking). Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the Hotel.

8 Payment of a deposit is required to confirm your booking. The deposit amount required will be confirmed at the time of your booking. Our prices may vary from time to time, the price on your booking confirmation is binding.

9. The balance payment of your booking is to be paid to us in full no later than 60 days before your arrival date ("due date"). Should your booking be for an arrival date within the next 8 weeks full payment will be required at the time of booking. We will send out payment reminder, failure to pay the balance outstanding on your booking on the due date after the reminder message will result in your booking being automatically cancelled and your deposit will be retained by us, at that point we reserve full rights to re-let the accommodation

10. For the avoidance of doubt, in all instances where guests do not arrive or otherwise are a "No Show" for their booking will be deemed to be a voluntary cancellation by you of your booking and acceptance that you will not be eligible for any refund.

11. Your inability (or the inability of any or all of the guests in your booking) for any reason to travel to, stay at the Manor for your booking (including but not limited to illness or accidents, personal or family emergencies, a requirement or recommendation to self-isolate or quarantine, jury duty, incarceration, change in personal or work circumstances and travel delays) remains at your risk at all times and does not give rise to a right to cancel or eligibility for a refund other than as is provided under the terms of clause 7 above and clause 10 of the additional terms and conditions for wedding/event bookings below.

12. Should you have need to make any complaint please notify us immediately to give us the opportunity to rectify the situation. We reserve the right not to respond to or deal with any complaint that is not notified to us during the period of your time with us.

13. Any damage or breakage to your accommodation or items, facilities and amenities made available to you must be notified and paid for immediately and prior to your departure. We will not normally charge for accidental damage of a minor nature, but it should still be notified to us in order that we can repair or replace the damaged objects.

14. While check in, we will guide you with all accommodations and facilities in the Manor, please familiarise yourself and your guests with your accommodation and the facilities, including the guidance for safe usage for the swimming pool, hot tub and Sauna and the ground, the hydro pool spa requires separate booking. Use of our facilities is at your own risk. The Manor accepts no

liability for any accident, injury, loss or damage experienced by any guest, visitor, vehicle or their belongings, however caused. It should be noted that all facilities and amenities are unsupervised, and it is your responsibility (and the persons included in your booking) to ensure that children are adequately supervised and to ensure that safety regulations are complied with. Guests are not allowed to bring their own food and drinks beyond the glass gate of the swimming pool, mini bars and food options are listed at the sauna lounge and spa lounge.

15. In order to safeguard the comfort and security of our guests staying at the Manor Estate, please do not exceed the maximum number of guests for your accommodation at any time. This includes group gatherings in your accommodation, hot tub, sauna, hydro pool spa and sauna lounge and spa lounge.

16. Devon is a county where has very strict recycling policy for environment concerns, we require all our guests to abide by our recycling policy. Our rubbish will not be collected unless it is sorted, please ensure your rubbish is correctly sorted. Recycling and composting bins are clearly marked and the recycling policy is provided in each accommodation. Rubbish without sorting, we might request guests to take away on their departure. Please do not throw away Unopened packed food, please leave them in the fridge, and we will recycle them.

17. Please be mindful that our village is a small and quiet community and respect our residents' peace and tranquillity. No outdoor music before 8am and after 10am is allowed and the Manor Estate has a zero tolerance of anti-social behaviour and any illegal substances.

18. All of our accommodation and facilities are no smoking areas (including e-cigarettes). We provide designated smoking areas, please ask where these are if you are unsure.

19. In the interest of security, only guests staying in the accommodation whose names have been provided on your booking are permitted on the grounds at the Manor Estate and in our accommodations. The Manor Estate and our facilities are for the use of guests staying on-site only, visitors are not permitted. This includes any wedding guests, suppliers or friends/family. In order to protect the security of guests staying on-site, our team will regularly make contact with guests. We reserve the right to require any person or vehicle not included in your booking to leave immediately.

20. In the case of catering service, we have a recommendation list of our trusted cater companies, any caters not in our recommended list are not allowed to provide service in the Manor Estate. Private chef is allowed by providing us all necessary documents and insurance.

21. Complimentary Wi-Fi is available at the Manor Estate. By connecting to our wireless network, you are agreeing to abide by our fair usage policy. This includes users being prohibited from using

our wireless network for any of the following: illegal/criminal activity, security violations, threats, offensive material or spam.

21. We offer a range of additional services and facilities that can be added to your booking ("Extras"). Subject to availability, Extras may be added to your booking at any time. Full payment is required at the time of booking any Extras. Extras to your booking (e.g. romantic packages,) can be removed at any time up until 8 weeks before your arrival date, after this date we are not able to accept cancellations and no refunds will be made. All bookings for private dining are non-refundable once confirmed by us.

22. VAT is charged at the current rate and is confirmed when booking, do note that if the VAT rate changes prices for new bookings and any unpaid monies will change accordingly and any additional VAT chargeable on your booking will be payable by you.

23. The Manor Estate accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, fire, flood, earthquake, extreme adverse weather conditions, natural disasters, pandemics, epidemics, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

24. All vehicles are required to be parked in the designated parking areas and are left at the owner's risk (including contents). The Manor Estate will not be responsible for any damage to vehicles (or contents) whilst on the Manor Estate Estate, including in any way related or connected to any electric vehicle charging on the Manor Estate for which guests remain responsible and liable for at all times. Vehicles are not permitted overnight unless by prior arrangement or for guests staying at the Manor Estate.

25. The Manor Estate will not be responsible for any loss of guests' personal property. We have a 7-day lost and found policy. It is the guests responsibility to check for all personal belongings before departure from the Millbrook Estate. Any items found after guests have departed can be sent to the guest at their expense.