

HOUSE MEMBERSHIP

Our House membership is on a first come first serve basis. As our membership is annual, this will not be on automatic renewal allowing the opportunity of each non-renewal to allow for new members. There will be up to 20 memberships available.

MEMBER CHARGES AND FEES

There is a £500 set up fee for your membership, this fee is non-refundable and a one-off payment. Should you wish to renew with us as a rolling membership this fee will not be required. The fee covers the administrative charges that Lympstone Manor undertakes.

There is an annual fee of £2,500.00 for our house membership and corporate membership. Please see below for payment and renewal details that this fee is subject to.

PROPOSING NEW MEMBERS

Members are welcome to propose new applicants to join the House. Application forms are available on the website.

MEMBERSHIP RENEWAL

Membership is for a minimum of one year and renewable thereafter on an annual basis.

Membership renewals are not automatic and are subject to your renewal request which is reviewed by Lympstone Manor.

MEMBERSHIP DATABASE

It is important for us to have your current details plus a photograph in our membership database. If your contact or payment details change, please let us know.

MEMBERSHIP PAYMENT

Upon approval or renewal of your membership, your membership fees become payable immediately. By providing us with your payment details, you accept and consent to being charged with membership fees in the form requested by Lympstone Manor upon your application being approved or renewed. It is within our discretion to amend our membership fees at any time, and we will notify you in advance if there are to be any changes to the amount, date or frequency of the payment of your membership fees.

Failure to pay the annual subscription within one month of the due date after being notified by Lymptstone Manor will result in the member not being admitted to the House and the membership being terminated.

RESIGNATION OF YOUR MEMBERSHIP

If you choose to resign your membership prior to the year end, your full membership fee will be retained and non-refundable. You are welcome to resign your membership at your annual renewal date.

MEMBERSHIP CARDS

Any member who allows his or her card to be used by a non-member, such non-member shall be removed from the House and the member whose card was used may face suspension or termination of their own membership. Please notify us immediately if your membership card is lost or stolen.

VISITING THE HOUSE

Please quote your membership number when making a reservation. For four or more guests we kindly request you make a reservation in advance via telephone or email.

For six or more guests we kindly ask that you request permission to visit. Due to the size of the party this allows us to ensure that you are comfortable and receive the care and attention due to all of our guests.

If you are visiting us without a reservation please kindly present your membership card on arrival to reception.

When visiting Lymptstone Manor for a number of different legal reasons relating to our licence, but primarily for member safety we do kindly ask that you sign in at the reception desk with both your name and your guests name.

We recommend that you inform us of your guest's name if they are meeting you at Lymptstone Manor so that we can ensure they are greeted by reception and signed in as a member guest.

Once the member leaves, so must their guests

Member's dogs are allowed to join their member but must be on a lead and are only permitted on the terrace. Visiting dogs are subject to our dog's terms and conditions detailed below which also set out overnight stay criteria.

Members may not be separated from their guests within the House or allow their guests to remain in the House when they leave. Members are responsible for ensuring their guests follow all House rules and policies, and can face suspension or termination of membership if their guests violate those rules.

HOUSE RULES OF THE PERKS FOR HOUSE MEMBERS:

Your spouse or partner may be a named member and will be provided their own card. Please note that all restrictions are therefore applied including themselves in regards to maximum party numbers but they are welcome to visit the house without the presence of the lead member.

Concierge service for bookings is accessed through the member telephone line, out of hours members can contact reception should their enquiry be urgent.

Use of lounge, bar & terrace for both drinks and light lunch is permitted however occasionally Lymptone Manor may be booked by an exclusive use or private event therefore this is not always guaranteed, we would kindly recommend you call ahead prior to your arrival to avoid disappointment.

First booking opportunity on exclusive events are given to each of our members however these places are not reserved.

Personalised email for club members; your contact details will be used to ensure you are kept updated with all the latest news for our club members.

Complimentary upgrade on room booking; subject to availability however we will endeavour to organise this at the time of booking to ensure you receive your perk.

Christmas card; don't forget to keep us updated with your current postal address so that we can send you our festive greetings.

Early Check-in of 2pm and Late Checkout of 12pm. Our usual times are 3pm check-in and 11am check-out.

10% discount on F&B spend only, this is applicable in both the restaurant, bar and lounge and again limited to six guests only. Should your party exceed this number the discount will be applied to six guests and the remaining guests will be subject to full charge. Excluding charitable events.

Bottle of MC Champagne on your birthday; We will send you a birthday email to redeem your bottle of Champagne, please note this bottle of Champagne must be consumed on the premises and has a validity date of one month from presentation.

One-night stay in a Junior Suite B&B; valid across the year excluding public holidays and bank holidays. We do request a minimum stay of two nights at the weekend, therefore your second night will be subject to full charge.

LYMPSTONE MANOR TERMS AND CONDITIONS – ALL GUESTS AND MEMBERS (G&M)

Reservations

Please read our terms and conditions of trading below, all reservations are accepted on the basis of compliance to these terms and conditions.

Sometimes things happen in life which mean your plans may have to change. For that reason, we recommend taking out travel insurance to cover all eventualities.

For bookings taken directly by our team at the hotel and that are taken at the published rack rates on our rates page we apply the following deposit and cancellation policy outline below. Other accommodation offers provided direct or through external agencies may have different cancellation terms and conditions and may be non-refundable and non-transferable; please check the offer or rate description carefully.

All rates quoted are inclusive of 20% VAT and all charges quoted to the G&M for the provision of Food and Beverage Services are inclusive of any Value-Added Tax at the applicable rate unless otherwise stated.

Upon confirmation of a reservation from Lymptstone Manor direct; this Contract is conditional on the G&M supplying credit card details and the authority for charges to be deducted (including cancellation charges) on the payment terms outlined.

If credit card details and payment authority is not given to Lymptstone Manor by the G&M, then subject to any outstanding obligation due to Lymptstone Manor from the G&M the Contract will cease to be of effect. The Services that are the subject of the provisional reservation will be released and be resold without any further notification to the G&M

Lymptstone Manor Hotel may at any time without notifying the G&M make any changes to the Services which are necessary to comply with any applicable safety or other statutory requirements, or which do not materially affect the nature or quality of the Services.

Group booking

A booking of four rooms or more is classified as a group and is subject to our Group terms & conditions of business, which differ from our rack rates and publishes rates. Offers may not be applicable to group bookings. You will be given these terms and conditions at the time of booking. Group bookings made through third parties or online will not be accepted, only through a certified and hotel approved travel agent or direct to the hotel through telephone or email will be accepted.

Pre-authorisation, Guarantee and Payment

In order to confirm a reservation, a debit or credit card is required as a guarantee with a valid expiry date and security code at the time of booking.

Lympstone Manor Hotel reserves the right to require payment of a deposit to a predetermined amount, as specified at the time of reservation to secure all bookings. In the event that a cancellation fee needs to be implemented, the deposit becomes non-refundable and will be set against the cancellation fee. The balance will be charged to the credit or debit card used to guarantee the booking.

On arrival at the hotel, G&M will be required to provide a credit/debit card for pre-authorisation which will be the equivalent to the total amount outstanding for the accommodation. The pre-authorisation is not a charge and no funds will be debited from your account until your departure. For further details about pre-authorisations please ask at reception or call the hotel prior to arrival.

Pre-authorization is where the hotel will contact your credit (or debit) card company to confirm that the card you are using is valid and hasn't been reported lost or stolen and that there are sufficient funds to cover the cost of your stay inclusive of your rate and any incidents but not limited to. Your available credit (or debit) card balance will be reduced temporarily by a nominal amount. The length of the hold will vary, and your credit (or debit) card company can advise you on how they handle this. Pre-authorisation will only be taken on the day of your arrival.

For any reservations made on the day or upon arrival to the hotel, a pre-payment of the full cost of the stay will be required.

Charges for usage of any or all of the Services provided by the Hotel will be added to your room account with us and will be due for payment in accordance with the payment terms agreed between the Paying Person and the Hotel. Long lets of seven days or more are required to be settled weekly at the reception. Any room accounts or G&M balances that exceed the amount of £5000 and in denominations occurring over this amount thereafter will be required to make part payments at these intervals throughout their stay.

Cheques and traveller's cheques are not accepted as payment.

Early Bird – advanced purchase rate: For room reservations made using the advanced purchase rate full payment will be taken at the time of booking. This payment is not refundable in the event of any amendment or cancellation.

Cash payment is not accepted for walk in G&M – a valid credit or debit card must be swiped through the chip and pin machine and full payment of 100% of the room rate will be taken.

The customer will pay the booking amount directly to the hotel in the currency of sale decided by the property. Rates displayed in another currency are calculated with the exchange rate prevailing on that day and are given for information only.

Lympstone Manor may at any time terminate the Contract by giving written notice to the G&M if the G&M commits any breach of these terms, or if the G&M goes into liquidation, becomes bankrupt, makes a voluntary arrangement with its creditors or has a receiver or administrator appointed.

Gift vouchers: Hotel gift vouchers should be presented on check-in for the hotel or when paying for food and beverage items served in the restaurant or public areas. Gift vouchers accepted are those only supplied by the hotel or unless otherwise specified and must be redeemed within the dates of validity specified on the voucher. Any vouchers outside of its specified validity will be refused.

Christmas and New Year package reservations require a 50% non-refundable deposit at the time of booking.

Room Cancellation, Amendments, Non-Arrivals & Early Departures

Our cancellation policy is 3pm, 7 days prior to arrival (hotel local time). If your booking is not cancelled or postponed in accordance with this policy, the credit or debit card provided will be charged 100% of the stay amount including government VAT. This policy also applies in the event of non-arrivals and early departures. We recommend that travel insurance is taken to cover you for any unforeseen circumstances.

The G&M agrees to pay charges to Lympstone Manor in the event of cancellation of the Services or if the G&M and/or their G&M fail to take up the Services at the time and on the day specified in the Contract.

Lympstone Manor will provide a cancellation number to a G&M in the event of the G&M making a cancellation.

Any variation of numbers, accommodation and food and beverage requirements specified for the Services or other changes or additions must be agreed by the G&M and Lympstone Manor. Any changes or variations in numbers, accommodation, food and beverage or services may incur an additional cancellation charge.

Liability

When Lympstone Manor supplies the services, or facilitates a service, which include any services supplied by a third party, Lympstone Manor does not give any warranty, guarantee or other term as to their quality, fitness for purpose or otherwise, but shall, where possible, assign to the G&M the benefit of any warranty, guarantee or indemnity given by the person supplying the services to Lympstone Manor.

Lympstone Manor shall have no liability to the G&M for any loss, damage, costs, expenses or other claims for compensation arising from any instructions supplied by the G&M which are incomplete, incorrect, inaccurate, illegible, out of sequence or in the wrong form, or arising from their late arrival or non-arrival, or any other fault of the G&M.

Lympstone Manor Hotel accepts no liability for any damage to or any loss of G&M personal property. We recommend that valuable items are stored in your safety deposit boxes located in your room.

Dining Room Dress Code

As lunch is a more leisurely affair, our dress code is smart casual and we ask that G&M kindly refrain from wearing sportswear in the restaurant.

At dinner, our dress code is also smart casual, however we suggest gentlemen wear a collared shirt and should G&M choose, they are welcome to wear tailored denim trousers, we kindly ask G&M refrain from wearing sportswear.

Smoking

In order to protect both our G&M and staff from the dangers of second-hand smoke, Lympstone Manor operates a fully "no smoking" policy. Should G&M be found to smoke in any area other than our designated outdoor smoking areas, a fine will be enforced.

Dogs, pets and Guide dogs

We have two dog friendly rooms in the Hotel, one of our grand estuary suites and one of our superior estuary suites which can be accessed by an external entrance so that your four-legged friend can join you on your travels. Please note we do require advance booking and that you request with the hotel directly the dog friendly rooms. The rooms will be charged based on their category and an additional charge of £30 per dog per night will be payable to the account with a maximum of two dogs in one room. We cannot guarantee availability until reservation is confirmed.

Dogs are welcome to enjoy our grounds, gardens and terraces; however, we ask owners to refrain from bringing dogs into the main house.

We kindly ask that your four-legged friends are well behaved and that you take full responsibility for their behaviour throughout the stay.

We do not accept any other pets at the Hotel.

Guide dogs and assistance dogs are welcome throughout all areas of the Hotel including public areas, restaurant, bar, all bedrooms and outside areas.

Babysitting

Babysitting is available through a third-party company called The Hotel Nanny, www.thehotelnanny.co.uk. Should you be interested please let a member of the Reservations team know at time of booking and they will pass your details on.

Check-in and Check-out

Our priority is to have your room ready from 3.00pm and we kindly ask you to vacate your room by 11am on the day of your departure. Should you wish to join us earlier or depart later, we will be delighted to store your luggage for you.

All non-UK travellers must present a passport on arrival to Reception

G&Ms with impaired mobility

The Hotel may offer modified facilities for G&M with impaired mobility. G&M with impaired mobility or other particular requirements should check with the Hotel in advance that their requirements can be met. Please call the Hotel direct for details.

Car Parking and Valet Parking

Car parking is complimentary to our G&M, cars and their contents are left at the owner's own risk and we do not accept responsibility for loss or damage (save as may not be excluded or restricted by applicable law). We offer a valet parking service for all our G&M however the hotel will not store or keep keys on behalf of the G&M for full or part of the duration of their visit or stay. Upon valet parking keys, will be returned to the G&M. For further information on parking availability and procedures, please check with the Hotel.

Data Protection

We may receive information about you directly from you when you submit information to us through our Website, make a reservation, and during your stay at Lympstone Manor.

We may use your information for a number of purposes which are outlined below:

In order to provide the Hotel's Services to you, we need to record information about you which may include your and/or your G&M and/or your Visitor's name, contact and billing details, any special dietary or medical requirements, selections made by you and/or your G&M and/or your Visitors on the Interactive Media and Entertainment System and the Services used by you/ G&M at the Hotel.

The provision of our services to you: To administer and maintain our records; To ensure that the service we offer you continues to be the most appropriate service for your needs; To respond to any query that you may raise with us; and to update our systems to provide an enhanced service to you.

Your personal data may be used to keep you informed about other products and services offered by Lympstone Manor and our group companies. If you would rather not receive this information or have your information shared, please contact us by email: info@lympstonemanor.co.uk. Your information may be used by Lympstone Manor for the purpose of research and statistical analysis; Lympstone Manor may disclose information to other companies within the same group of companies as Lympstone Manor; and Lympstone Manor may use information about your registration for our internal customer service monitoring

Except for the purposes described we do not pass your personal information to other organisations unless required by the paying person or to comply with any legal obligation to which we are subject. You agree that we may store, process and pass on personal information about you for the purposes described in these Terms.

CCTV

For you, and/or your G&M and/or your Visitors security and protection, in the public areas of Lympstone Manor Hotel and some staff areas CCTV is in operation and video recordings may be made. This activity is carried out for security and service reasons for the better management of Lympstone Manor Hotel and security for all its G&M and staff. Images from these cameras are passed to Law Enforcement Authorities when necessary.

Alcohol and Food

No alcohol or food may be brought into the Hotel for consumption within the Hotel save in accordance with terms agreed between you and the Hotel which will include the application of corkage and cover charge

For the purpose of organised recreational shooting activities – Storage of Guns

The hotel complies with the Firearms Acts of 1968 to 1997 (as amended from time to time), firearms and 6 shotguns may only be stored in the Hotel's secure gun storage facilities for Residents of the Hotel. Firearms and shotguns cannot be stored anywhere other than in the Hotel's secure gun storage facilities. Storage capacity is limited and you are advised to notify us in advance if you require use of this facility. You are personally responsible for the handling and unloading of firearms and/or shotguns and must accompany such weaponry at all times prior to their placement in the Hotel's secure gun storage facilities and following their release. The Hotel's staff are prohibited by law from handling any such firearms or shotguns. You are also responsible for the safe custody of the gun safe master key issued to you and the cost of replacing the key and cabinet lock in the event of loss.

Behaviour

Where Residents and/or G&M and/or Visitors are engaged in conduct which in the Hotel's view is unacceptable, we, at the discretion of the Hotel's management, may as an alternative to asking the Residents and/or G&M and/or Visitors to leave the Hotel issue them with a verbal caution requiring them to refrain from and to provide assurances to not engage in such unacceptable conduct on the Hotel's premises. Failure to comply with such requests will result in the Residents and/or G&M and/or Visitors being asked to leave. We reserve the right to contact the police should in the Hotel's opinion a Resident's and/or G&M and/or Visitor's conduct warrant this action.

You agree, for yourselves and your G&M or Visitors, not to use the Hotel or its Services for any unlawful purpose or in breach of English law or any other law applicable to the use of the Hotel's Services. Examples of prohibited uses include but are not limited to: Commission of any criminal offence including the possession and use of controlled drugs as classified under the Misuse of Drugs Act 1971 and possession and storage of firearms and shotguns in contravention of the Firearms Acts of 1968 and 1997; Use of the Hotel's Services in any manner which is an infringement of the rights of any individual, firm, organisation or company within the United Kingdom; Discriminatory behaviour or other behaviour which affects the dignity of an individual directed by you or your G&M /Visitors to another individual or individuals within the Hotel including other Residents/G&Ms/Visitors or staff of the Hotel whether verbal or not, which is of a sexual or racial nature or is based upon disability, age or sexual orientation; Any form of verbal or non-verbal conduct which could be regarded as violent, bullying or intimidatory behaviour such as unsolicited touching of Residents/G&Ms/Visitors or staff of the Hotel; Conduct exhibited by Residents/ G&M /Visitors which invades the privacy of another individual or individuals including other Residents/ G&M /Visitors and staff of the Hotel; Entertaining of courtesans or those employed for sexual gratification at the Hotel; Holding oneself out as an employee, agent or other representative of the Hotel; Taking any step or committing any action which may damage the moral standing or reputation of the Hotel and/or bring its name into disrepute; Holding oneself out to be operating a business from the Hotel's premises without written authorisation from the Hotel; Soliciting goods and services from Residents/ G&M /Visitors and staff of the Hotel without their express consent; Installation of recording and surveillance equipment anywhere within the Hotel's premises; (for the protection of the privacy of all our G&M, Residents and/or Visitors) filming and/or photographing for the purpose of public use in any areas of the Hotel without our prior written approval; Commercial photography or filming without our prior written consent; and the use of our Intellectual Property including trademarks or trade names without our prior written approval

Reimbursement

You agree for yourselves and/or your G&M and/or your Visitors to reimburse the Hotel all damages including damage to property, losses, liabilities, including any fines or penalties imposed by any regulatory or trading authority, expenses, costs or other liabilities of any nature suffered or incurred by the Hotel or any of its employees, agents or sub-contractors including any damages or other sums awarded against us under any Judgment by any court of competent jurisdiction, and all settlement sums paid by us as a result of any settlement agreed by it, arising out or in connection with any breach by you, your G&M and Visitors of any of these Terms. We reserve the right to seek damages in respect of damage caused to the Hotel's reputation caused by a breach of these Terms.

Force majeure

The Company 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, flood, earthquake, extreme adverse weather conditions, natural disasters, 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.

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