

# LYMPSTONE MANOR HOUSE MEMBERSHIP - TERMS AND CONDITIONS

## 1. NAMED MEMBERS

House Members of Lymptstone Manor may elect a spouse or partner as a *named member*. *Named members* are entitled to enjoy all benefits as listed in this document and will be provided with his/her own membership card, allowing them access to the hotel in accordance with all associated restrictions and house rules. *Named members* are NOT required to be accompanied by the *lead member* when visiting Lymptstone Manor.

## 2. USE OF THE HOTEL AND FACILITIES

### 2.1: GENERAL USE

House Members are granted full access to Lymptstone Manor and, subject to availability, may do so without obtaining a reservation prior to their visit. Guests with a confirmed reservation in either the hotel or restaurant will take priority. Use of the hotel and its facilities on this basis is reserved exclusively for House Members and all other guests/patrons must secure a reservation as per Lymptstone Manor's booking and cancellation policies.

House Members may visit without prior notice accompanied by up to three guests. For parties comprising of four or more guests, members are required to contact the reservations team before arrival to confirm availability at the hotel. This enables staff at Lymptstone Manor to ensure that each of our members' and their guests' experience is as exceptional as the next.

Lymptstone Manor can be booked exclusively by clients for weddings, house parties or corporate events, on this occasion the house will be inaccessible to house members. To avoid disappointment we encourage our members to call in advance and notify us of their arrival.

### 2.2: USE OF BARING'S LOUNGE AND THE ROBshaw BAR

Use of the hotel's common areas including Baring's Lounge, The Robshaw Bar, the terrace and the grounds is afforded to House Members with unlimited access. Members are invited to order from any of the hotel's drinks menus or to enjoy a light lunch in any of the aforementioned areas of the Manor.

## 3. HOUSE MEMBER DISCOUNTS

### 3.1: 15% OFF ROOM RESERVATIONS

Room reservations made by and for House Members are subject to a discount of 15%. This discount will only be applied to bed and breakfast rates and cannot be used in conjunction with any other offer or promotion and excludes overnight stays included in charitable events. Providing that House Members are present for the duration of the stay, this discount may be used for group bookings of up to three rooms of single or double occupancy. Any further rooms will be charged at a non-discounted rate.

### 3.2: 10% OFF FOOD AND BEVERAGE

House Members will also benefit from 10% off their food and beverage spend throughout the hotel. This discount is limited to six guests only. In the event that a member's party exceeds this number, the discount is applicable to the first six guests and the remaining persons' will be subject to full charge. The food and beverage discount may not be used in conjunction with any other offer or promotion and excludes all charitable events.

## **4. HOUSE MEMBER BENEFITS**

### **4.1: EARLY ACCESS TO EXCLUSIVE EVENTS**

From time-to-time, Lympstone Manor hosts exclusive events and experiences. House Members are afforded access to tickets at least seven days in advance of general release. House Member discounts, both room and food and beverage, may not be applied to ticket purchases.

### **4.2: HOUSE MEMBER COMMUNICATIONS**

In order to ensure that House Members are kept up to date with all activities at Lympstone Manor, your contact details will be used to distribute news and promotions from the hotel and selected partners. Should you wish not to receive such communications, you are required to inform the membership team in writing. It is the responsibility of House Members to keep their contact details up-to-date.

### **4.3: COMPLIMENTARY UPGRADE ON ROOM BOOKING**

Subject to availability, House Members are entitled to a complimentary upgrade on room reservations. Where possible, this will be finalised at the time of booking. In the event that a complimentary upgrade is not obtainable, Lympstone Manor is NOT required to compensate House Members, financially or otherwise.

### **4.4: EXTENDED CHECK IN AND CHECK OUT**

For overnight stays, House Members are invited to check in to the hotel an hour early (2pm) and check out an hour late (12pm).

### **4.5: COMPLIMENTARY BOTTLE OF CHAMPAGNE ON YOUR BIRTHDAY**

*Lead members* enjoy a complimentary bottle of Michael Caines Blanc de Blanc Champagne on their birthday as a gift from Lympstone Manor. This must be consumed on the premises and will only remain valid for up to one month from the date it is presented.

*Named members* are not entitled to this benefit.

### **4.6: EXCLUSIVE 'MEMBERS CONCIERGE SERVICE**

A dedicated concierge service is made available to all House Members and can be accessed via the member's telephone line between the hours of XX and XX on 01395 200939. Out of hours enquiries should be made to hotel reception or reservations.

## **5. VISITING THE HOUSE**

### **5.1: MAKING A RESERVATION**

House Members must quote their unique membership number in order to make a reservation.

For parties comprising of four or more guests, members are required to contact the reservations team before arrival to confirm availability at the hotel. This enables staff at Lympstone Manor to ensure that each of our members' and their guests' experience is as exceptional as the next.

### **5.2: DURING YOUR VISIT**

When visiting Lympstone Manor, House Members and their guests are required to sign in with reception. It is also essential that the reception and reservations team is provided with the full name of each of a House Member's guests prior to their arrival should the party be arriving separately.

House Members must not be separated from their guests throughout the duration of their visit to Lympstone Manor. Guests are also prohibited to remain on the premises following their host House Member's departure. House Members are solely responsible for ensuring that all house rules and policies are followed and adhered to and failure to do so may result in suspension or termination of membership.

#### 5.3: DOGS AT LYMPSTONE MANOR

Certain areas and guest rooms at Lympstone Manor are considered to be 'dog friendly'. House Members are advised to contact a member of the reception team for our full terms and conditions relating to visiting the hotel with dogs.

#### 5.4: CANCELLATIONS

Our standard terms and conditions apply to all House Member reservations in both the restaurant and the hotel. These terms and conditions, along with our privacy policies, can be found on the Lympstone Manor website ([www.lympstonemanor.co.uk](http://www.lympstonemanor.co.uk)).

### 6. MEMBERSHIP

#### 6.1: PROPOSING NEW MEMBERS

Existing House Members are encouraged to propose new applicants for consideration. Recommended applicants are subject to the same selection and approval process and must complete a full application form which can be found on the Lympstone Manor website ([www.lympstonemanor.co.uk](http://www.lympstonemanor.co.uk)).

#### 6.2: MEMBERSHIP PAYMENT

Upon approval or renewal of a House Membership application, all associated fees are due in full immediately and failure to do so may result in termination of membership.

By providing Lympstone Manor with your payment details, you accept and consent to being charged as specified in your initial application upon approval or renewal of annual House Membership. It is within Lympstone Manor's discretion to amend or review our membership fees at any given time and House Members will be notified in advance if there are to be any adjustments to the amount, date or frequency of membership fee payments.

#### 6.3: MEMBERSHIP CARDS

House Membership at Lympstone Manor is an exclusive service and it is forbidden for any member to allow his/her membership card to be used by a non-member. In the event that such an incident occurs, the non-member will be removed from the premises and the House Member will face possible suspension or termination from House Membership.

Please notify the membership or reception team immediately if you believe your membership card to be lost or stolen.

#### 6.4: RESIGNATION OF YOUR MEMBERSHIP

House Members are welcome to resign from their membership prior to expiry. However, all associated fees will be retained in full and are non-refundable. Any perks that remain unclaimed will be revoked. Members are welcome to resign from their membership at the time of annual renewal with incurring any charge.

#### 6.5: MEMBERSHIP DATABASE

It is the responsibility of the House Member to ensure that contact and payment details remain up to date. Lympstone Manor will use your contact details to keep members informed of news, offers and events from the hotel via both exclusive House Member communications and the business's monthly newsletter. Should you wish not to receive such communications, please do let us know directly via email.