

# LYMPSTONE MANOR HOUSE MEMBERSHIP - TERMS AND CONDITIONS

## 1. INDIVIDUAL MEMBERSHIP

House Members of Lymptstone Manor are entitled to enjoy all benefits as listed in this document and will be provided with their own membership card, allowing them access to the hotel and pool house in accordance with all associated restrictions and house rules. *House members can be accompanied by guests within a group of no more than 8.*

## 2. USE OF THE HOTEL AND FACILITIES

### 2.1: GENERAL USE

House Members are granted full access to Lymptstone Manor main house and pool house, subject to availability. 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.

Reservations are required for the Pool House restaurant dining room and use of the tennis court. For all other facilities, no reservation is required including the pool side menu and drinks.

House Members may visit without prior notice accompanied by up to three guests. For parties comprising 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, THE ROBshaw BAR AND POOL HOUSE

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

All food, unless booked in the Main House fine dining restaurant, will be served in the Pool House.

### 2.3: USE OF THE POOL HOUSE

House members are welcome to enjoy the pool during the hours of 8am to 8pm, subject to weather, season and availability.

## **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 including the Pool House Restaurant & Bar. 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 events. Discount does not apply to drinks only.

## **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

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

#### 4.6: LEISURE

House Members have full access to our leisure facilities including the use of the tennis court & outdoor heated swimming pool as well as informal dining at our Pool House Restaurant and Bar which is open for lunch and dinner, and is available to book for private events. (Please note that the restaurant may be closed during the winter). As per your membership, children up to the age of 15 are free of charge. For children aged 16 and 17, are charged at 50% of the membership price. Children must be accompanied by the House Member at all times.

#### 4.7: 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 9.00 and 6.00pm 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 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 : FINE DINING**

For lunch or dinner, in our fine dining reservation House Members must make a reservation regardless of the table size.

### **5.3 : POOL HOUSE**

Table reservations are not required for House Members if using the pool and pool side menu. Alternatively, tables in the Pool House Restaurant, for lunch or dinner, reservations are required.

### **5.4 TENNIS COURT**

House Members may reserve the tennis court by contacting reservations for hourly time slots.

### **5.5: DURING YOUR VISIT**

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

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.

## 5.6: DOGS AT LYMPSTONE MANOR

Certain areas and guest rooms at Lympstone Manor are considered to be 'dog friendly'. Dogs are welcome on in reception and on the outside terrace and grounds. Dogs must be kept on the lead at all times.

## 5.7 DOGS AT THE POOL HOUSE

Well behaved dogs are allowed on the upper terrace only and please note that dogs are not allowed within the perimeter of the outdoor swimming pool, lower terrace or croquet lawn. Dogs must be on a lead at all times.

## 5.8: 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)). House members will receive a bottle of Champagne on completion of a successful application.

## 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 : RENEWAL

House Members will receive a 10% discount off the membership fee upon renewal before the expiration date.

### 6.6 : 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.

House Member Name: .....

House Member Signature: .....

Date: .....