

## GENERAL BOOKING CONDITIONS

A "Room Booking" constitutes a contract between the clients and the hotel. These conditions apply to all Room Bookings of up to three rooms in any one booking. **For any booking of four rooms or more, the hotel's "Events and Groups" booking conditions will apply.** The confirmation of any reservation is subject to availability and will be accepted at the discretion of the management.

**Longueville Manor Hotel Ltd reserves the right to request at the time of booking a strictly non-refundable deposit of up to the total value of the booking as detailed in any verbal or written confirmation.**

Bookings with or without a deposit will only be accepted with accurate and valid credit/debit card details which will be used as a guarantee for up to the full and final value of the booking.

Either a written or verbal confirmation of a booking constitutes a legally binding acceptance of a contract. The cancellation policy (as detailed below) will therefore be considered as accepted. **The submission of credit/debit card details also confirms an agreement that payment in case of cancellation or amendment of a room/s booking (as detailed below) may be taken without warning.** The submission of false or invalid credit/debit card details will constitute a legal breach of contract.

**All outstanding accounts must be settled prior to departure unless otherwise agreed.**

- **All Room Bookings cancelled or modified within 7 to 2 days prior to the original date of arrival will be charged at 50% of the full initial booking value.**
- **A cancellation received 48 hours prior to arrival, a "no-show" or a curtailment of any booking during a stay will be charged at 100% of the original booking.**
- **All pre-payments are strictly non-refundable and non-transferable. The above cancellation policy will therefore not apply.**

**Longueville Manor Hotel Ltd highly recommends all clients to obtain appropriate travel insurance to protect against all unforeseen amendments or cancellations - including any cancellation caused by inclement weather and ill health. All cancellations MUST be made in writing either by email or by registered post.**

Only VISA/MASTERCARD credit/debit card payments are accepted (regretfully no American Express). Personal cheques and cash will not be accepted under any circumstances.

All room rates and ancillary charges are quoted "inclusive" of GST (5% local government purchase tax).

At the discretion of the management, Longueville Manor Hotel Ltd has the right to terminate a booking/contract at any time. Longueville Manor reserves the right to alter published room rates, if necessary, without notice.

**Arrival and Departure** – Accommodation is guaranteed to be available from 3.00pm on the day of arrival unless exceptional circumstances prevail. Departure time is 11.00pm. Late departure arrangements can only be made on the day and are strictly subject to availability and at the discretion of the management - a "day let" room charge will apply.

**Privacy Policy** - Longueville Manor collects information about you when you book any services in order to process your order, manage your account and, if you agree, email you about news, offers and services. Longueville Manor will not share your information with other companies for marketing purposes. Personal information provided when making a reservation on our website is shared only with the reservations system provider to facilitate the process. If you have consented to receive marketing information, you may opt out at a later date. You have the right at any time to stop Longueville Manor from contacting you for marketing purposes. All Longueville Manor's e-newsletters contain an unsubscribe link at the bottom of the newsletter. If you no longer wish to be contacted for marketing purposes or if you wish to correct information that you consider inaccurate, please email [marketing@longuevillemanor.com](mailto:marketing@longuevillemanor.com)

Longueville Manor's full privacy policy can be found on [www.longuevillemanor.com/privacy](http://www.longuevillemanor.com/privacy)