

## **Voucher Terms & Conditions**

### **Delivery**

**Gift vouchers ordered will be issued and dispatched within 24 hours (except weekends and Bank Holidays, when they will be issued and dispatched the following working day).** Working days are Monday to Friday of any week excluding any public or bank holidays. If a gift voucher is ordered after 12 noon on a Friday, it will be issued and dispatched on the following Monday.

### **Terms and Conditions**

Longueville Manor or Cottage Garden Gift Vouchers (or “Vouchers”) can be redeemed against goods and services uniquely at Longueville Manor Hotel and/or The Cottage Garden (excluding the purchase of any additional Vouchers). For in-house hotel guests any charge that can be charged to the guest’s room can be paid for with a Voucher. Customers must be 18 years old and over to purchase a voucher.

Vouchers cannot be used to secure, confirm or prepay a hotel, spa or restaurant reservation. Vouchers cannot be refunded, exchanged for cash and have no value unless redeemed in accordance with these terms. Vouchers may be combined with other forms of payment, but no part or full refund will be given against unused amounts.

Vouchers must be redeemed only once for the full value. Any unused balance cannot be carried forward. Voucher holders must mention the voucher number at the time of booking and present it on arrival at the hotel.

With the exception of shipping fees, no service or use fees of any kind will be imposed on purchasers or recipients of vouchers in connection with the sale of the voucher.

Vouchers are valid 24 months from the month of issue, unless otherwise stated on the voucher itself. The validity of the vouchers can be extended at the discretion of the Management and only if the recipient contacts the hotel before the original expiry date. The amount available for redemption on each Voucher, shall, in the absence of manifest error, be the one stated on the voucher or the value of the corresponding service at the time of redemption.

Any tax liability, including disclosure, connected with receipt or use of the Voucher is the recipient’s responsibility. Longueville Manor Hotel Ltd is not responsible for Vouchers that are lost, stolen or destroyed. We reserve the right to cancel a Voucher if we believe that the card was obtained through fraudulent or unauthorized means. Neither Longueville Manor Hotel Ltd nor its affiliates are responsible for lost or stolen Vouchers, or the security of any information contained on them.

### **Your Data**

By purchasing your Voucher on [www.longuevillemanor.com](http://www.longuevillemanor.com), you are consenting to the collection, use and disclosure of your personal information to Longueville Manor Hotel for the purpose of the issue and redemption of your Voucher. Also, if providing an email address, you will receive marketing communications, from Longueville Manor Hotel Ltd until such time as you opt out.

### **Limitation of Liability**

Longueville Manor Hotel Ltd and its respective affiliates make no warranties, express or implied, with respect to Vouchers, including without limitation, to the fullest extent permitted by law, any express or implied warranty of merchantability or fitness for a particular purpose. If a Voucher code is non-functional, your sole remedy, and our sole liability, shall be the replacement of such Voucher.

