

Luxury Family Hotels Gift Voucher

Terms and Conditions

Effective Date : January 2025

General Information

These terms apply to all vouchers purchased from Luxury Family Hotels – Fowey Hall, Moonfleet Manor, New Park Manor, Woolley Grange and The Ickworth.

- Vouchers are valid for the specified redemption period and cannot be redeemed once expired and cannot be extended.
- Luxury Family Hotels is responsible for the supply of services and goods described on the voucher.

Purchase and Redemption

- Vouchers can only be redeemed once and must be presented during the redemption period.
- Redemption does not guarantee a specific date or time; advance booking is recommended.
- Vouchers must be used in full and cannot be redeemed for cash or credited partially.

Cancellations and Refunds

- You may cancel your voucher purchase within 14 days of receiving it unless redeemed within this period.
- Refunds will be processed via the original payment method within 14 days of cancellation notification.

Usage Restrictions

- Vouchers cannot be reproduced, traded commercially, or redeemed contrary to these terms.
- Any misuse may void the voucher at Luxury Family Hotels' discretion.

Liability

- The hotel named on voucher is responsible for providing the goods or services described on the voucher.
- In the event of a breach, liability is limited to the cost of the voucher and delivery fees.

Legal

Disputes are subject to UK law, with jurisdiction determined by your country of residence within the UK.