

Booking Terms & Conditions

Effective Date : January 2026

These Terms & Conditions govern all bookings made with Luxury Family Hotels and apply to all guests unless otherwise agreed in writing. By submitting a booking request, you confirm your acceptance of these terms.

1. Our Contract With You

- When you submit a booking request to us, this does not automatically constitute acceptance or confirmation of your booking. All bookings are subject to availability and manual deposit processing. If we are unable to supply the requested accommodation or package, we will notify you as soon as reasonably possible and refund any payments already made. We reserve the right to decline or cancel bookings at our discretion.
- A contract between you and Luxury Family Hotels will only come into effect once we have received the required deposit or payment for your booking, at which point these Terms & Conditions become binding. It is your responsibility to carefully check the details in any booking acknowledgement or payment receipt and to contact us immediately with any discrepancies. If any errors are due to our mistake, we will make every reasonable effort to correct them.
Guests will receive an automatic email confirming receipt of their booking request once a booking is submitted online. Please note that receiving this email does not constitute a confirmed booking until payment is received.
- Please note that in some cases, specific requests made during the booking process, such as accessible rooms, additional beds, room layouts, dogs, or party sizes — may not be possible to accommodate.
- If we are unable to fulfil the package, offer, or specific room request you selected online, we reserve the right to cancel or amend your booking, even if you have received an automated confirmation. This may occur due to unavailability, room limitations, or pricing or package description errors. Should this happen, we will inform you promptly and offer either a full refund or suitable alternative arrangements.
- In rare circumstances, we may need to relocate or amend your booking if the hotel has been booked for exclusive use over your stay dates. In such cases, we will notify you as soon as possible and offer alternative dates, alternative accommodation within our group, or a full refund.
- All bookings made via third-party travel agents or online platforms remain subject to these Terms & Conditions. We reserve the right to cancel any such booking that does not meet our internal requirements, even after a third-party confirmation has been issued.
- By submitting a booking request and receiving a Booking Confirmation, you confirm that you are at least 18 years of age and have the legal capacity to enter into a binding agreement on behalf of yourself and all guests included in the booking.

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2. Payment Policy - Cashless Payments

- All payments across our hotels are cashless.. By confirming a booking, you authorise Luxury Family Hotels to charge your card according to the deposit and cancellation terms outlined in these Terms & Conditions.

3. Guarantee & Deposit Policy

Unless otherwise stated in the rate plan booked:

- A deposit equivalent to the first night's stay is required at the time of booking, payable by valid debit or credit card.
- The same card must be presented at check-in to settle the remaining balance. If the card is not presented, we may need to refund the original payment and reprocess charges on a new card.
- Luxury Family Hotels reserves the right to cancel any booking not secured by valid deposit or card authorisation.

Peak Holiday Periods

Dates available on request.

A non-refundable deposit of 25% of the total stay amount will be charged at the time of booking. The remaining balance is due at check-in using the same card.

Festive Period Bookings

For Festive Packages, a non-refundable deposit of 50% of the total stay is required at the time of booking. The remaining balance will be charged on or around 1 December. Cancellations must be received by 30 November to avoid a charge for the full balance of the stay.

We strongly recommend that all guests obtain comprehensive travel insurance, including cancellation cover.

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4. Cancellation & Amendment Policy

The policies below represent our standard terms, unless otherwise specified within the terms of a particular rate plan, promotional offer, or package. Cancellation and amendment rules may vary for certain packages, so please refer to the particular package terms & conditions.

Cancellation and amendment policies vary depending on the property and season. The timelines below are strictly enforced.

Standard Policy

- Amendments or cancellations must be received at least 7 full days before arrival.
- Cancellations within 7 days will result in a charge equal to the first night's stay.
- Date amendments are not accepted within the cancellation period.

School Holiday Periods (All Properties)

For the holiday periods listed in Section 3:

- Amendments must be made at least 14 full days before arrival.
- Cancellations received outside 14 days will result in loss of the non-refundable deposit.
- Cancellations, modifications (within 14 days), no-shows, and early departures will be charged in full, including applicable taxes.

Festive Period Cancellations

Cancellations must be received by 30 November. After this date, the full balance of the stay will be charged.

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Group Bookings

- A booking of eight rooms or more is classified as a group and is subject to our Group Terms & Conditions, which differ from our Best Available and Advance Purchase rates. These terms will be provided at the time of booking.

Changes to Bookings and Pricing Adjustments

- All amendment requests must be made by the lead booker and must include the original booking

5. Bedroom Rates & Occupancy

- Rates are dynamic and vary based on date, availability, and demand, and are only correct at the time of quotation. Rates are subject to change at any time prior to confirmation of your booking.
- Rates are based on two adults sharing unless otherwise stated.
- We sell accommodation by room type, not by individual room names. While we strive to accommodate any specific room requests, we cannot guarantee allocation of a particular room.
- Please note that some rooms may not be located within the main hotel building; this will be clearly stated in the room description. We recommend reviewing the room details carefully before booking.
- Interconnecting room rates apply per pair of rooms for two people. Additional adults sharing these rooms will be charged a supplement.

6. Children

- Children under 2 years old eat for free throughout their stay.
- For children aged 2–15 years, meals are charged as taken, unless specified in Festive packages.
- Guests aged 16 years and over are considered adults for the purposes of booking and pricing. A supplementary charge will apply for additional adults or children aged 16 and over, staying in the room.

7. Single Occupancy

- A £15 discount applies to bed & breakfast bookings.
- A £55 discount applies to dinner, bed & breakfast bookings.

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8. Dogs

- Dogs are welcome at a charge of £25 per dog, per night.
- A maximum of two dogs per room is permitted, strictly by prior arrangement only.
- Not all rooms are dog-friendly; dog-friendly rooms must be booked in advance and are subject to availability.
- Dog charges are non-refundable. We strongly advise only adding your dog to the booking once you are certain they will be accompanying you, to avoid charges.

9. Check-in & Payment on Arrival

- Check-in to your room is from 3pm, and check-out from your room is by 11am, unless otherwise stated in your specific package or booking confirmation.
- Guests must present the same card used at booking upon check-in for verification by PIN.
- If the card cannot be presented, the original payment may be refunded and the full charges taken from a new card.
- All guests must present a valid debit or credit card at check-in. This card will be used to collect the remaining balance and any incidental charges upon check-out.

10. Spa Treatments & Spa Days

Cancellation and booking terms for spa services vary by location. Please refer to the [Spa Terms & Conditions](#) for New Park Manor, Fowey Hall & Woolley Grange, and the [Treatment Rooms Terms](#) for Moonfleet Manor and The Ickworth.

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11. Children's Club (The Den)

Please refer to the full [Children's Club Terms & Conditions](#) for use of The Den.

12. Limitation of Liability

- Luxury Family Hotels shall not be liable for any loss, damage, or expense arising from circumstances beyond our reasonable control, including but not limited to natural disasters, transport disruptions, pandemics, or governmental regulations.
- We accept no responsibility for loss of or damage to guest property unless negligence can be proven.
- The hotel reserves the right to apply charges for any damage to hotel property made by guests while staying at the hotel.

13. Governing Law

- These Terms & Conditions are governed by the laws of England and Wales.
- Any disputes arising shall be subject to the exclusive jurisdiction of the courts of England and Wales.