

Booking Conditions

Please note, these are applicable to all guests booked as part of a single reservation, or group of reservations

Reservations and Payment

- i) The balance of the cost of all stays must be paid in full prior to departure. Any outstanding balances will (with prior agreement) be charged to a credit/debit card we hold on behalf of the booking.
- ii) In the event of an unsecured reservation, the full price of the inclusive cost of the stay will be payable on arrival.
- iii) Cheques in excess of the bank guarantee card limit require 10 working days advance clearance. Company cheques will not be accepted unless by prior arrangement.
- iv) The house credit limit is £750.00. Once an account nears this limit, prompt payment is required.
- v) All accounts will be subject to an optional gratuity on services only of 3% which may be removed or increased upon request.
- vi) All prices, where applicable, are inclusive of VAT at the current rate. We reserve the right to amend prices where there is a change in VAT or any other tax applicable to your visit.

Cancellations and Amendment

- vii) In the event of cancellation, amendment or postponement, the following scale of charges will be applicable:
 - 1 month's notice or more: £25.00 per person administration fee. The remaining deposit will be refunded.
 - 14 days to 1 month's notice: full deposit retained.
 - Less than 14 days notice or failure to arrive: full deposit retained plus additional charge to cover the inclusive cost of the stay. We reserve the right to use the credit/debit card held on behalf of the booking to cover the additional charge.
- viii) Guests who wish to terminate their stay prior to the original departure date will be charged a termination fee to cover the full cost of the remaining nights.
- ix) Ragdale Hall reserves the right at all times to cancel, modify or terminate a reservation in the event there are serious grounds for doing so.

Guests' Vehicles

- x) Ragdale Hall accepts no responsibility for loss of, or damage to, any vehicle or the contents therein, howsoever caused, whilst parked within the grounds, whether parked or not by our valet service unless it is solely due to negligence of the Company, its employees or agents.

Conditions of Stay

- xi) Unless specified otherwise, arrival is not permitted before 3.00 pm. In the event of early arrival, a surcharge will be levied. Guests are requested to vacate their rooms by 11.00 am and depart by 2.00 pm. Failure to do so may result in a day's surcharge being levied.
- xii) Inclusive treatments and activities are non-transferable and non-refundable unless they have been withdrawn by Ragdale Hall
- xiii) Guests with allergy concerns are advised to personally check all treatments, activities, facilities, services, products and meals prior to participation. Ragdale Hall takes allergies seriously and will endeavour to assist where possible but our staff are not specialists in the management of allergies or special diets and as such we are unable to guarantee suitability or safety for individuals with particular allergy concerns. Therefore, we cannot accept responsibility for illness/injury caused as a result thereof.
- xiv) Before undertaking any treatment or exercise, guests will be required to complete and sign a health questionnaire, which will be checked to ensure suitability of treatments and activities
- xv) For guests' peace of mind and security, CCTV cameras are installed at key locations within the Hall and grounds. Ragdale Hall cannot accept any liability for loss or damage to guests' personal effects. Excessive amounts of cash or valuables should not be brought to the Hall. All personal items should be covered by your own insurance.
- xvi) We take every care to ensure that, at the time of going to print, the details in our literature were accurate regarding the description and information about facilities available or planned to be available. Our photographs are intended for general guidance only. There may be occasions when advertised services or facilities need to be withdrawn temporarily due to repair, adverse weather conditions, changes in government legislation or codes of practice or other factors out of our control. We reserve the right to make such alterations without prior notice and we are unable to accept any liability as a result thereof.
- xvii) We have taken reasonable precautions to try to ensure that prices quoted are correct and that all products have been fairly described. However, when ordering products or services please note that:
 - * Orders will only be accepted if there are no material errors in the description of the goods or services or their prices as advertised;
 - * All items are subject to availability. We will inform you as soon as possible if the product(s) or service(s) you have ordered are not available and we may offer alternative product(s) or service(s) of equal or higher quality and value.
- xviii) If you feel dissatisfied with any aspect of your stay with us, please speak to the Duty Manager. In most cases he or she will be able to assist immediately so that you can enjoy the rest of your visit. Where this is not the case, please make sure that you record the details with the Duty Manager and then you must write to the Hotel Manager preferably within 21 days after the end of your visit at the following address: Ragdale Hall Health Hydro, Ragdale Village, Melton Mowbray, Leicestershire, LE14 3PB. Please note that we cannot act on any complaint that has not been brought to the attention of the Duty Manager either at the time of the incident or prior to departure.