

Terms and Conditions

☎ Main Hotel Reception Reservations: 01257 269221 ext 201,202

☎ Conference & Banqueting : 01257 269221 ext 209, 210 ,

☎ Daily Course Info, State of Play, Buggies and Course Conditions : 01257226822

☎ Golf Reservations: 01257 269221 ext 211 ,

☎ Professional Shop Direct Line: 01257 279222

☎ Le Visage Spa: 01257 261816

🌐 www.shaw-hill.co.uk

ACCOMMODATION

Check in after 3.00pm on day of arrival, Checkout before 10.30am

All rooms have a private bathroom, direct outside phone line,

Colour television, tea and coffee making facilities and free wi fi.

Double rooms are based on 2 sharing. Extra Adults sharing a family room will be charged

£35.00 B&B per night

Children in own room will be charged at published rates.

No denims, trainers or tracksuits are to be worn on the course or in the clubhouse. Smart dress to be worn at all times

EXTRA CHARGES ~ PER PERSON PER NIGHT

Cot Hire £5.00 Extra beds including breakfast ~Child £20.00/Adult £35.00

The Shaw Hill Leisure Complex is open to all guests.

Use of the pool, sauna & Jacuzzi is complimentary.

There is an extra £10.00 charge for the use of the Gymnasium

A round of golf may be played at half the Green Fee rate

(ALL GUESTS MUST PRODUCE THEIR HANDICAP CERTIFICATE)

All rates include V.A.T at 20% - The terms in this tariff are

Subject to change without notice

DEPOSITS

A non refundable deposit is required for all accommodation booked at time of booking.

£25.00 per room private booking / **£25.00 per person mini break & spa bookings.**

Please note that the Spa, Le Visage and the Hairdressers are separate companies and we advise that spa bookings must ensure treatments are available prior to booking your accommodation to avoid disappointed. We advise that you book these no later than 2 weeks prior to arrival.

RATES

Rates are subject to change with out notice. If a deposit has been paid then the rate will be honored as sold

DAMAGES

This is a non smoking hotel. Anyone found to have been smoking in the rooms, they will be charged £50.00 per day and will be automatically added to the bill at check out or may be charge.

Any room requiring deep cleaning due to sickness which prevents us to re sell the room will be charged a minimum of £150.00 as we will require professional cleaning. (Call out charges are £50.00 and then charged by the hour.)

CANCELLATION CHARGES

For individual reservations cancelled more than 24 hours in advance- NO CHARGE

For individual reservations cancelled before 12 noon on day of arrival £30.00 CHARGE PER ROOM

For individual reservations cancelled after 12 NOON on day of arrival- FULL CHARGE 1 NIGHTS ACCOMMODATION

For all non-arrivals 1 FULL NIGHTS ACCOMMODATION WILL BE CHARGED

BILLING

All accounts to be settled upon departure for wedding, private and mini break guests. All corporate and business clients may wish to have client bills sent directly to company for payment and agreed in advance of arrival.

This can be arranged via your confirmation fax for any reservations. When sending this information please state which charges you would be willing to accept for example B&B charges only or full account. Payment is due 28 days after invoice date.

Mini Break & Spa Break T's & C's

Terms and Conditions of Booking Your Mini Break

☎ Golf Reservations: 01257 269221 ext 211, Daily Course Info: 01257226822

☎ Professional Shop Direct Line: 01257 279222

☎ Le Visage Spa: 01257 261816

🌐 www.shaw-hill.co.uk

Prior to arrival please check pin positions, state of play, buggies and general course condition on our automated line 01257226822.

All our Mini Break packages include the following;

3 Course Table d'hôte Dinner, **Groups of 8 + a pre-order is required and will be presented to you**

Accommodation Twin or Double. Based on 2 sharing. Single supplement will apply @ £35.00 pppn.

Full English breakfast.

Golf is complimentary.

BAD WEATHER / CANCELLATION

For all reservations cancelled within 7 days of arrival the full charge of the booking will apply.

For reservations cancelled between 7-14 days of arrival the first full night charge will apply or whole if it is a 1 night booking.

For reservations cancelled 15 days or over there will be a charge of £30.00 per room.

Whilst we will do our utmost to keep the course open whenever possible – there may be certain occasions when it is not possible. **Please note no refunds will be made because of adverse weather conditions.**

Format & Competitions

To minimise slow play at Shaw Hill, parties with 8 persons or more will be made to tee-off in three balls where possible. Any group who are playing a competition amongst themselves MUST pick up their ball when they cannot score to help keep the course moving.

Members tee-times

Our members' midweek morning tee-times are from 08:32 till 09:12 and unless agreed in advance, you must not play between these times. This rule also applies to our members afternoon times. Please do not tee-off outside your allocated tee-times.

Your tee times (Including 3rd Party Agents)

Afternoon tee-times will be allocated to guests arriving and morning tee-times will be given priority to departing guests. Please arrive at the 1st tee at least 10 minutes prior to your allocated tee-time. Your tee-times are pre-booked in advance and we recommend that you double check the times with our Professional Shop before arriving at Shaw Hill. Play during the week will be in 4 ball format and Saturday and Sunday play will be in 3 ball format.

Please note that if your tee-time is delayed or cancelled due to inclement weather; no refund will be offered.

*During winter months please be aware that to preserve the course you may be asked to play on fair way **mats**, (available at the hotel) a trolley ban could in place due to weather conditions (a risk assessment is done a daily basis of the course) and winter greens/tees. It is also time were our on-going maintenance takes place. We advise all visitors to check to check in advance of arrival. (October- March period)

Please note we reserve the right to alter your tee-times at short notice due to unforeseen circumstances.

(Tee-times can only be guaranteed 4 weeks prior to playing although we do endeavour to allocate near times requested wherever possible)

Pairing up matches

We reserve the right to pair-up matches when necessary. Our Course Marshall will let you know at the time when you arrive at the 1st tee.

Handicap certificate

We may request that each golfer produces their handicap certificate at either the professional shop or to our Course Marshall on the day of your round. An official EGU society handicap is allowed. Failure to show your handicap certificate may result in you not being able to complete your round.

Pace of play

Players should play at a good pace. It is your group's responsibility to keep up with the group in front. We recommend that a round of golf should last no longer than 3.45hrs (3 Ball) & 4 hours (four ball).

Saturday & Sundays due to in house competitions all visiting parties over 8 will play in 3 ball format.

Hiring golf Buggies

Reserving a buggy does not guarantee one will be available on the day/s during your stay due to weather or health & safety reasons. Should you require a buggy please book **prior** to arriving at the hotel and bring an alternative i.e. trolley just in case.

As we hire our buggies they will be removed off site in winter months and return in the Spring

***(During winter months you may be requested to use winter wheels-
Please refer to our automated telephone line for accurate state of play per day as it may change on a daily basis due to weather conditions Tel 01257 226822
Or - Follow us on twitter on @Shawhill1 and or @Shawhillproshop***

For the interest of disability Blue Badges holders only may be able to play when there is a buggy ban but will be restricted to holes deemed safe to play once a risk assessment has been done by the Course Manager. This will be complete by 09.00am per day and will change on a daily basis due to the weather conditions. **Please check our daily information line on 01257226822 regarding the course**

Dress Code– please refer to our website golf page for clear clarification www.shaw-hill.co.uk
At Shaw Hill we have a strict dress code that must be adhered to at all times whilst on the course and off. Entry onto the golf course will be refused if our dress code is not followed and with no exceptions.

Shorts will be permitted providing they are knee length, tailored and are worn with white, ankle length sports socks. No jeans, tracksuits or collarless shirts are permitted.

Checking-in & out

You can check-in from 15.00 hrs on the day of your arrival. If your tee-time is booked before 15:00 hrs please play your round of golf prior to checking-in. Check-out is before 10.00 a.m. on the day of your departure. For tee-times before 10.00 a.m. it is advisable to check-out at least 30 minutes prior to your allocated tee-time.

Rooms

We have 3 standard of rooms at Shaw Hill

3 Standard Twin, 10 Standard Double

6 Shaw Hill Twin, 2 Shaw Hill Double

6 Deluxe Twin, 2 Deluxe Doubles

Smallest party 2, Largest party 30 max.

Please be aware due to 2 ball parties we may reserve the right to group two set of parties to make a 4 ball.

Rates

Our Rates will be sent to you for your perusal annually. We reserve the right to amend this at any time due VAT increase etc. Your rates are based on standard all upgrades will be automatically applied at time of booking. Please refer to the reception when enquiring regarding availability.

All our Mini Break Rates are based on 2 sharing a room. Single supplement will apply @ £35.00 pppn.

Key Card

When checking-in you will be issued with a key card. Keep hold of this key card throughout your stay. When ordering food or drinks, to your room, you will need to present your key card.

2 signatures are required for double occupancy. NO key card means you will be asked to pay by cash at the point of sale.

Breakfast &Dinner

Breakfast is served in Vardons Restaurant at the following times.

Mon –Fri 07:00 to 09:30 a.m.

Sat – Sun 08:00 to 10:00 a.m.

Bank Holidays 08:00 to 10:00 a.m.

Dinner is served in Vardons Restaurant at the following times.

Mon –Thu 18:00 to 21:00 p.m.

Fri- Sat 19:00 to 21:30 p.m.

Sunday 17:30 to 21:00 p.m. in Summer months and Winter months 5.30pm to 8.00pm

Residents bar

The residents' bar will close at 02:00 a.m. and last orders will be called at 01:30a.m. To be served after 11:00p.m you will need your key card, as the bar staff are not allowed to take cash.

Vice Presidents Snug area

Our VP Snug area is open to all our residents (and our Members') and is the ideal place to watch any live sport featured by Sky Sports.

There is also a full sized Snooker Table should any of your party wish to play a few frames. In addition, daily newspapers will be available along with a dartboard, card and domino tables.

Vardons Restaurant

Our award-winning restaurant serves food that is comparable with any top restaurant and service that is second to none. Evening meals, which are included in our Golf Packages, are chosen from our Table d'hôte menu. Extras such as champagne and/or wines can be pre-ordered if required.

For an additional supplement charge you can experience our A la Carte Menu. Larger parties may be given private dining in the Stanley Suite adjacent to Vardons subject to availability.

Leisure centre.

The facilities include an 18-metre swimming pool, steam room, spa, sunbeds, hairdressers and beauty studio. Guests have complimentary use of the swimming pool, sauna, steam room and Jacuzzi. If you want to use the Gymnasium there is a one-off assessment charge of £10.00 per person unless you can prove you are a current member of a gym.

Opening Times:

Mon – Thu 07:00 – 22:00

Friday 07:00 – 21:00

Saturday 08:00 – 20:00

Sunday 08:00 – 20:00

All bank holiday dates opening times are 08.00- 20.00

Please note last entry is 1 hour prior to the published opening times.

The spa

Le Visage has professional and experienced therapists who can offer an extensive treatment menu, using only the highest quality products set within a friendly and relaxed atmosphere.

Please note you will need to book direct for any beauty treatments or hair appointments.

Please telephone Le Visage Spa: 01257 261816 for further information. Cost are available on our website of additional treatments.

Car parking

We have ample free car parking spaces. There is a barrier in place for your security.

Deposits & Cancellations policy

Deposits are non-refundable and no refund will be made due to inclement weather.

Cancellation charges will be made if not cancelled within a month of your arrival date.

£25.00 per person will be charge for cancellations. 50% will be charged less than 48 hours off arrival. Full amount of the room rate sold will be charge for cancellations on the day or non-arrival. Your break is for dinner, bed and breakfast with and admin fee for golf. In the event that you tees times are cancelled due to course closure we reserved the right to offer you an alternative date for a round of golf.

Amended Dates

We will be able to amend dates with 1 month prior notice without penalties. After this time period admin fee of £10.00 per person will apply. 50% will be charged less than 48 hours off arrival. If the amendment is in a different time period i.e. winter to summer then the correct rate of the new day will apply.

Conference Hire T's & C's

Terms & Conditions for Events & Conferences

These terms and conditions are applicable to all Events & Conferences held at Shaw Hill Hotel, Golf & Country Club.

- 1) A deposit and/or signed contract are required for every booking. This will outline any additional terms applicable to your booking.
- 2) All deposits are non-refundable or transferrable under any circumstance.

- 3) Your final bill will be generated on the day of your event. The minimum we will charge for is based on the numbers and details we have on record for you 48 hours prior to your event or conference.
- 4) All requirements should be confirmed with Shaw Hill Hotel, Golf & Country Club prior to your arrival as we cannot guarantee the ability to accommodate last minutes alterations or requirements.
- 5) Cancellation will result in the loss of your deposit as well as the following charges (which are worked out based on the numbers and details we have on record for you at the time of cancellation).
 - a) 3 months notice or greater – no further charges.
 - b) Less than 3 months notice but greater than 6 weeks notice – 30% charges
 - c) 6 weeks or less notice but greater than 4 weeks notice – 40% charges
 - d) 4 weeks or less notice but greater than 3 weeks notice – 50% charges
 - e) 3 weeks or less notice but greater than 2 weeks notice – 75% charges
 - f) 2 weeks or less notice – 90% charges
- 6) All accounts must be fully settled before departure on the day of your event or if you already have an agreed account with us, must be settled within 28 days of invoice. Failure to comply with these payment terms may result in late payment fees being applied and/or further action.
- 7) All prices quoted are based on the information given at the time of enquiry/booking. Alterations to your requirements and/or numbers may mean the prices quoted are no longer valid.
- 8) Unless you have specifically stated when booking and agreed by contract, Shaw Hill reserves the right to alter the room you are to be accommodated in to a similar room suitable to your requirements.
- 9) A barrier system is in operation for entry and exit. Please inform your guests that entry is automatic by way of driving up to the entry barrier and that exit is by a token system, one of which can be obtained from the hotel reception.

Wedding Terms & Conditions

Terms & Conditions are listed below but are subject to change without notice.

Payment of your deposit is acceptance of these terms and conditions. You have 14 days from the date of payment of your deposit to cancel your event without penalty.

WE STRONGLY ADVISE YOU TO TAKE OUT WEDDING INSURANCE TO COVER YOU FOR ANY EVENTUALITY.

Please note that the Bride & Groom are ultimately responsible for the conduct of their guests.

The consumption of alcohol that has not been purchased on the premises is strictly forbidden. Charges will be made against the wedding account should evidence be found that guests have supplied their own alcohol.

Shaw Hill Hotel, Golf & Country Club will actively work to recover costs brought about by negligence, vandalism and/or other misbehaviours which damage property, reputation or standing.

It is your responsibility to keep us up to date with any changes or alterations to your wedding day. Any changes in contact details should be notified to us immediately.

Payment Schedule

An initial deposit of £500.00 is required to secure your wedding date. This is held separately to your wedding account and returned to you, pending any incidentals, two weeks after your wedding date.

A 2nd payment is required no later than six months prior to your wedding day. The sum being £850.00.

A 3rd payment is required no later than four months prior to your wedding day. The sum being £850.00.

We ask that you arrange to meet our wedding coordinator no later than 8 weeks prior to your big day. At this meeting all aspects of your wedding will be documented so that we can provide you with the very best service possible.

An invoice will be created using the details taken from this meeting. This will reflect your packages choices, numbers and requirements.

The balance of your account must be settled no later than 14 days prior to your wedding date.

Your final bill will be calculated based on the numbers, packages and options we have on file for you 48 hours prior to your wedding. This will be the minimum charged for (IE additions after this time will be charged for. Reductions after this time will still be charged for).

In the unlikely event of you needing to cancel or postpone your wedding, the following cancellation charge structure will apply:

Cancellation 9 months prior to function : Nil Charges – Deposit Non-refundable

Cancellation not later than 6 months prior to function - 30% of estimated total account

Cancellation not later than 4 months prior to function - 40% of estimated total account

Cancellation not later than 3 months prior to function - 50% of estimated total account

Cancellation not later than 2 months prior to function - 60% of estimated total account

Cancellation not later than 1 month prior to function - 100% of estimated total account

The estimated total is based on our minimum numbers and least expensive packages in our current wedding brochure. We advise you take out wedding insurance to cover this eventuality.

*** All deposits and payments on your wedding account are non-refundable should you cancel your function**

Golf Terms & Conditions

Upon booking an event we require a non refundable deposit to secure the date. Please note all deposits are non-refundable or transferrable under any circumstances

BAD WEATHER /CANCELLATION

For all reservations cancelled within 7 days of arrival the full charge of the booking will apply.

For reservations cancelled between 7-14 days of arrival the first full night charge will apply or whole if it is a 1 night booking.

For reservations cancelled 15 days or over there will be a charge of £30.00 per room.

Whilst we will do our utmost to keep the course open whenever possible – there may be certain occasions when it is not possible. **Please note no refunds will be made because of adverse weather conditions.**

Shaw Hill Hotel, Golf & Country Club cannot be held responsible should the weather intervene. No refunds will be made due to adverse conditions brought about by the weather. The Course Managers decision regarding the suitability of the conditions for play and the use of buggies is final.