

Dear Group Organiser

We understand that making a group booking can be time so we have produced this guide to try to make your job as group organiser a bit easier. We hope the guide will answer many of your questions about group bookings.

The Groups team are always glad to help so if you do have any uncertainties with your group booking and need to discuss them do please contact us on 0845 470 7557

We look forward to working with you.

Kind regards

Eileen Donnachie
Groups Manager



HF Holidays' Groups team

Your booking

To qualify for group discounts your party number should be 11 adults or more.

We have detailed below the procedure for group bookings, which we hope you will find useful and will make your booking as trouble-free as possible.

1. **Booking accepted**

Once you have accepted our offer we will send you a booking agreement and confirmation invoice, which will confirm:

- a) The accommodation held for your group
- b) The price per person
- c) Supplements or any additional requirements
- d) Due dates of all booking deposits

Please complete and return the booking agreement with a single non-refundable holding deposit of £100.00 within one month. This will ensure that your booking is held.

2. Holding deposit received

After receiving your holding deposit, we understand that you will require further information about your chosen Country House. You will receive:

- a) An acknowledgement of your deposit payment
- b) Country House information leaflet for the Group Organiser showing:
 - How to find the HF Holidays' Country House
 - Details of the property
 - Travel arrangements
 - Country House arrangements

Individual copies of this booklet for members in your group will be sent in your final despatch. If you require these earlier, please let us know and we will be happy to send them. Please indicate how many copies you require. This booklet is also available via email, if you prefer.

One month after the due date of your holding deposit, further non-refundable deposits of £35.00 per person are required. We will detail the due date for these on your booking agreement.

3. Second deposit received

When we have received your second deposits we will send you the following:

- An acknowledgement of your deposit payment
- Your final details and final group arrangements forms (to be completed and returned, at the latest, **12 weeks** before commencement of the holiday).

If both deposits are paid by the original due dates, a special prompt payment discount of £2.00 per paying adult will apply.

4. **Final Details Returned** (at the latest, **12 weeks** before start of holiday)

Final details forms will have been sent to you after your second deposit payment. We ask you to complete these forms confirming:

- a) The names of all members in your group and the type of room allocated to each one
- b) Any additional requirements (e.g. special diets, sheets & blankets)
- c) Any visual, mobility or other impairments we should know about
- d) Any travel requests

Once we have received your final details we will send you a confirmation invoice, approximately *8 weeks* before your holiday. This is to allow you enough time to collect the final payments from your group members. Your final balance is due **6 weeks** before the commencement of the holiday.

5. **Final payment received** (at the latest **6 weeks** before start of holiday)

Once your final payment has been received, you will receive a confirmation invoice and the following:

- a) Country House information leaflets for each member of your group (if these have not already been sent)
- b) The holiday itinerary for each party member. These will be sent approximately **4 weeks** before the holiday commences. If you require more copies for members of your group, these are available on request from the Groups team.
- c) Registration forms, which we ask all members of your party to complete. These must be handed to our House Management on arrival
- d) Holiday survey for the group organiser
- e) Holiday surveys for individual members of the group
- f) Loyalty voucher to be used on a future HF holidays' break

Please pay promptly so that Holiday information may be sent out in good time before your holiday.

6. Amendments

If your group has any amendments, e.g. additional bookings or cancellations, please contact our Groups Department as soon as possible. Any amendment or cancellation should be made through yourself, the Group Organiser.

7. Cancellations

Group prices include special cancellation protection up to the due date of the final balance. After the per person deposits have been paid, as long as your group size does not reduce by more than 10%, no cancellation charges will apply. Any further cancellations advised from the due date of the final balance will incur cancellation charges.

Should you, or any member of your party, be forced to cancel your holiday booking you must do so in writing and this letter must be signed by the person who signed the group booking agreement. A cancellation will take effect from the date that written notice is received at our office. All such cancellations, not covered by the above cancellation protection, will be subject to a percentage charge of the total holiday price, and the following scale indicates the maximum, which will be charged in any circumstance:

More than 42 days	Deposit
42 - 22 days	50%
21 - 15 days	60%
14 - 8 days	80%
7 days or less	100%

Note: If the reason for the cancellation is covered under the terms of your holiday insurance policy you may be able to reclaim these charges. Cancellation charges are exclusive of holiday insurance premiums. Please note if the total number in your group reduces to below 11 adults, you will no longer qualify for a group discount and your price will increase.

Travel Arrangements

We can assist with your group's travel arrangements.

- **Coach:** Holidays including coach transfers from your hometown to the HF Holidays' Country House can be arranged. Please ask our Groups team for details and costs



Discounts

Group size 11-24 adults	5% discount on brochure price
Group size 25 or more adults	7½% discount on brochure price

In addition you, as the group organiser, will receive a loyalty voucher with a value as follows:

Group size 11-24 adults	£20.00 for each night booked
Group size 25 or more	£30.00 for each night booked

The voucher can be used for any future HF Holidays' break, either for the group organiser or for another group holiday. Please note the voucher cannot be used for the existing booking for which the voucher has been issued.

Preview visit

To help you plan your trip we offer Group Organisers a preview overnight visit at a small cost (subject to availability) to your chosen Country House.

Insurance

Comprehensive holiday insurance is also available which includes cancellation and medical cover. Details and prices are available on request.

HF Holidays leaders

Your holiday will include the services of our leisure activity and social leaders. If your chosen holiday involves any walking, we may ask you to advise through a very short questionnaire, the approximate type of walks in which your party may be interested, e.g. harder, medium or easier, so that we can appoint appropriate leaders. If you find that a significant number in your group prefer walks of just one category, please contact the Groups team.

Number of walks - safety

On **any** walk organised by an HF Holidays Leader the minimum number would be three adult guests. For safety reasons, on easier walks the maximum number will be 20 guests, and on medium and harder walks 15.

Walks may be subject to variation due to weather or operational considerations. A Leader may refuse guests on the walks if numbers are too high or low, or if guests are not properly equipped. If you require details on what to wear please refer to your holiday information.

Transport - to and from the walks

Transport to and from the walks **is included**.

Evening entertainment

HF Holidays' leaders will provide optional evening entertainment.

Walking

When group members are accompanying HF Holidays' leaders on walks please ensure that they are correctly equipped. If you require any further information please contact the Groups team.

HF HOLIDAYS COUNTRY HOUSE - ARRANGEMENTS

Meals

Our price includes full board accommodation, starting with afternoon tea on the day of arrival, and finishing with breakfast on the day of departure. Picnic lunch on day of departure is available at a cost of £4.50 per person, payable at the Country House.

Meal times are listed in the bedroom information leaflets, at the Country House. A full cooked breakfast is usually available from 7.45am-9.00am. You help yourself to cereals or fruit from the buffet. Other meals have a single starting time, with dinner usually beginning at 7.15pm or 7:30pm. Exact times will be available at the Country House.

A vegetarian choice is always available.

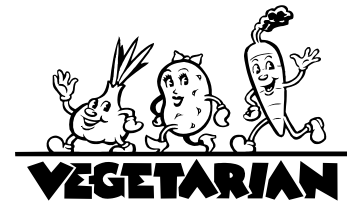
Tea and complimentary biscuits during the course of the holiday are available at a cost of £1.00 per person per serving payable at the Country House during your stay.

To assist in the kitchen you are asked to specify your choice of dinner from the menu before the day's activities in the morning. There is always a choice for evening dinner.

For your picnic lunch, we provide a good choice of various foods, which can be selected around breakfast time. The location for the collection of the picnic lunch is given in the bedroom information folder.

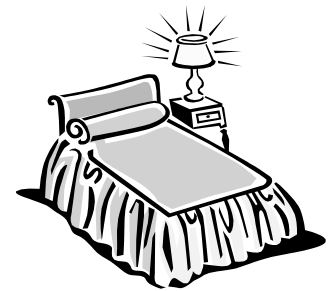
Special diets

All HF Holidays Country Houses provide vegetarian options at each meal. Should you have any special dietary requirements for any if your group, these should be indicated on the Final Group Details to be returned, at the latest *12 weeks* before departure. Simple, modified catering can often be provided.



Bedroom facilities

All bedrooms have free tea and coffee making facilities, a hairdryer and a radio. Complimentary tea bags, coffee sachets, milk cartons and sugar are provided and replenished daily. You can use these facilities to fill a flask for your picnic lunch.



Beds have duvets - should any of your party require sheets and blankets, please advise us on the final details.

Arrival

On arrival at the Country House, either HF Holidays' leaders, or a senior member of the Country House team will greet you. A guest list will have been put up in the main hall. Please ensure that all members of your party hand in the registration form, which will be sent out to you in your final information pack, to the House Management. Bedrooms are usually available from approximately 2.30pm, once they have been cleaned and prepared for you.

On your arrival it is usual to have afternoon tea between 4.00pm and 5:00pm in the lounge. If your party expect to arrive after 7.00pm (when dinner is usually served), please contact the House Management direct before arrival.

Special requests

Any additional needs such as special diets, allergies, wheelchair access, visual, mobility or other impairments should be notified when the final details are returned, at the latest *12 weeks* before the holiday. We will do our utmost to meet any requests.

Mini-shop

A mini-shop in the House will open at certain times, for the purchase of soft drinks, postcards, confectionery, merchandise, discounted maps and other items. The range will often depend upon the relative isolation of the House. Please see the house management for opening times.

Drying and boot rooms

All Country Houses are equipped with rooms where wet outdoor clothing may be dried. We provide a boot-room, where walking boots should be left overnight. Laundry facilities and coin-operated washing machines are often available. Soap powder may be purchased from the mini shop.

On the day of departure

The Group is required to vacate bedrooms by 10.00am on the day of departure, regardless of the time the group will depart the HF Holidays' Country House, to allow the rooms to be prepared for guests arriving. A small number of changing rooms may be available for guests departing in the afternoon; however, this will be dependent on the number of incoming guests on the day of departure. If the Group is departing in the afternoon the group is required to leave by 4.00pm and members of the group may be asked to move their vehicles to allow incoming guests to park.

Irons, potties, buggies and papooses

Irons are available free of charge on request from the House Management. High chairs, cots, potties, buggies and backpack papooses should be requested in advance; the last two can be hired for a small fee, subject to availability.

Newspapers

A selection of complimentary daily newspapers are available for communal use. These are usually left in the main lounge - please do not take them to bedrooms.



Internet

Free internet use is available at all Country Houses.

No smoking

Smoking is not permitted at any HF Holidays' Country House or on any coach. Please remember to advise your group members.

Bar

All of our Country Houses are licensed with residents' bar facilities available from the time guests return from their activities. This allows you to enjoy a drink before and after dinner. Table orders are taken during dinner.



Cottage and annexe accommodation

If you are staying in accommodation outside the Main House, a courtesy umbrella is provided for your stay, should the weather be inclement.

Swimming pools

Four of our Country Houses (Abingworth, Selworthy, St Ives and Freshwater Bay) have outside swimming pools. These will be open to guests during certain times of the day, usually 7.30am to 7.30pm, from May to September when they will be heated. We cannot guarantee these pools will be open during periods of water shortage. Malhamdale, Glen Coe and Brecon have heated indoor swimming pools, which are open every day before breakfast, and close at dinnertime. Whitby has a large spa pool.

The pools are not supervised by an attendant, and you are asked to be extremely careful for your safety and the safety of others. If you have young children, you must supervise them personally when they are in the vicinity of the pool.



Gratuities

A gratuities box for household and catering staff is available in each Country House for use at your discretion. Gratuities to individuals is discouraged.

Notice boards

Useful information concerning House and holiday arrangements and local amenities may be found on large notice boards or lecterns near the public rooms in the House.

Fire safety

We take your safety very seriously indeed. All our Country Houses have a fire certificate. All bedrooms have a notice explaining what to do in case of fire. Please read it and look at the emergency exit route. We do not have fire practices without telling you! If an alarm rings, please treat it as the real thing.

Animals

Pets are not allowed on walks or in any of our Country Houses or grounds, except for assistance dogs accompanying visually or hearing impaired guests, which must be kept on lead or harness at all times.



Requests book

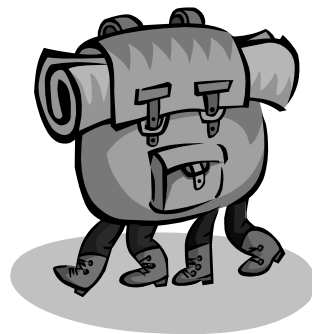
Should you have a special request to make during your stay, (e.g. you would like an additional pillow, or your light bulb needs replacing); you will find a pad for this purpose in your bedroom. Please jot down the details and the House Management will deal with it as soon as possible.

Other groups in residence

Sometimes another group may be in residence at the same time as you. If this is the case, it may be useful for you to communicate with the other Group Organiser in advance. Please contact the Groups team and we will be glad to arrange contact with them on your behalf.

Our Leisure Activity leaders may well like to contact you in advance to discuss your group's requirements in more detail, therefore, we may provide your telephone number to them. If this is not acceptable, please let us know.

Due to the social nature of our holidays and to help create a house party atmosphere at the Country House, we encourage guests to join others during the social activities. For this reason, if your group is sharing with other guests, please encourage them to take part and advise your members that it may not be possible for your group to sit together at mealtimes.



HF HOLIDAYS PATHWAYS FUND

HF Holidays Members and guests are offered the opportunity of contributing to the HF Holidays Pathways Fund.

This fund is used in two broad areas of activity:

1. Environmental projects

The object being to preserve and improve the amenity and safety of the environment in which guests walk. Grants are allocated to individuals or organisations, and groups, for specific worthwhile projects, which cannot readily be funded from other sources.

The following are examples:

- Mountain Rescue
- Erection of signposts, waymarks, duckboards, stiles and bridges, footpath clearance and conservation
- Improving the countryside, e.g. walling, hedging, pond clearing, tree planting

2. Assisted holidays

The continuing provision of free or subsidised holidays for individuals in need.

In both cases, monies collected are allocated through grants to individuals and/or groups. Applications for grants from interested bodies or organisations should be made to HF Holidays Ltd.



PERSONAL NOTES