

Hunt out advice & answers

Arrival

How will I know where to go?

When you arrive at the Resort please make your way to the Resort Hotel Reception where our team will welcome you and your relaxing break will begin.

For directions to The Celtic Manor Resort, please visit celtic-manor.com

What time can I check in?

We offer guaranteed check in at 4pm. You are most welcome to arrive earlier in the day and enjoy the facilities here at The Celtic Manor Resort.

Do I need to bring any documentation with me?

Please ensure that you bring your booking confirmation with you, along with (for international guests only) photographic identification in the form of a passport or driving licence.

Can I park my car at my lodge?

There are two parking spaces outside each lodge. Should your party have more cars than this, you may use the Twenty Ten Clubhouse car park. Shuttles are available from here to your lodge.

I'm playing golf during my stay – can I leave my clubs in my lodge?

No, golf clubs cannot be stored in your lodge. At check in, our team will take your clubs and ensure that they are at the correct clubhouse in time for each of your rounds.

Can I charge items to my lodge during my stay?

We can set up the billing for your lodge either to allow guests to charge to individual bedrooms or to the lodge as a whole, giving you the flexibility to pay your bill as you wish. Please note that a credit card will be swiped for pre-authorisation on check in for £100 per night of your stay.

Accommodation

What electrical equipment is in my lodge?

Each of our Hunter Lodges is equipped with the following items as standard:

- Dishwasher with two complimentary tablets (additional tablets may be purchased if required at a cost of £2 for two tablets)
- Fridge freezer
- Toaster and kettle
- Oven, hob and microwave
- Iron and ironing board
- Music system with docking station and wireless bluetooth technology in the living room
- Alarm clock with docking station in each bedroom
- LED televisions in each bedroom, the den and the living room
- DVD Blu-Ray player in the living room
- Complimentary WiFi throughout the lodge

Please note that there is no washing machine in the lodge, laundry services are available for an additional charge.

What else is provided?

Bed linen, bath and hand towels are supplied in each lodge, along with slippers and robes. Additional towels are available in the main bathroom for use in the sauna and hot tub. Tea towels, kitchen roll, bin bags and toilet rolls are also provided for your convenience, along with one complimentary basket of logs for use with the log burner.

Are there any toiletries supplied?

Each individual bedroom has one Elemis shampoo, conditioner, shower gel and hand wash. We advise guests to bring all other required toiletries with them.

What happens if I break something during my stay?

Whilst we do not charge a deposit, any breakages will be charged to your bill following departure.

Will my waste be recycled?

Recycling facilities are provided on-site at the Resort. Please ensure that you empty your bin and place your rubbish in the communal bins provided in a central location near to your lodge.

What equipment is provided for small children?

We are able to set up your lodge for small children by providing travel cots with bed linen and high chairs in the dining area, at no additional charge. There is no other equipment provided in the lodges.

Will my lodge be serviced daily?

Towels will be refreshed in your lodge on Monday, Wednesday and Friday. Should you wish to have your lodge serviced daily, please inform our Reservations Team who can include this in your booking for an additional charge of £40 per day. This will include your beds being made (please note that bed linen will not be changed), bathroom tidied, towels refreshed and bins being emptied.

Can I bring my pet?

Unfortunately no pets are allowed to stay in our Hunter Lodges, with the exception of guide dogs.

Are Hunter Lodges accessible to disabled users?

All of our lodges are accessible for wheelchair users via a ramp. One of our lodges has been specially designed to provide two ground floor bathrooms with accessible showers. This lodge is also designed and furnished to provide an environment which is as close to 'allergy-free' as practically possible.

Can friends visit us?

Friends are most welcome to visit for the day as there are lots of things to do across the Resort. Please note that all visitors must depart by 11pm. After this time only Hunter Lodge residents may remain in your lodge. Our Lodges have a maximum of 10 guests permitted to sleep overnight, including no more than 8 adults.

Hunter Lodge Facilities

What other facilities are available in the lodge?

In each lodge, there is a sauna and hot tub available for use by adults in the party. Children under the age of 16 years and pregnant ladies are not permitted to use the sauna or hot tub. Please refer to the safety guidelines available in the lodge before using the facilities if you are unsure.

Please note that we empty, clean and refill all hot tubs after every stay, therefore your hot tub may take up to 12 hours to reach the required temperature.

Is there a log burner available to use in the lodge?

There is a fully functional log burner available for your enjoyment. Logs can be purchased at a cost of £18 per basket to include firelighter and matches.

Are there any other facilities that can be provided to enhance our stay?

On the first floor of the lodge there is an additional multi-purpose room (approx. 12m²) which can be set up for one of any number of different uses, as follows:

- Chill Out Snug – the standard set-up for all lodges, including four beanbags and a television
- Additional Bedroom – extra space to accommodate two children aged 13 years and under (with a double sofa bed)
- Spa Treatment Room – create a wonderful space where our therapists can come to your lodge and deliver a range of spa treatments – half or full day options available, please contact our Hunter Lodges Team for more information

What facilities will we have access to at the Resort?

You will have access to all of the facilities that the Resort has to offer, subject to opening times and availability. For more information, please visit celtic-manor.com.

Transportation

How do we get to other parts of the Resort?

Our Concierge Team provides a complimentary shuttle service throughout the Resort and to our nearby country inn, the Newbridge on Usk. There is a regular pick up at The Twenty Ten Clubhouse (a short walk from the Hunter Lodges), or alternatively Concierge can pick you up from your lodge.

Are we able to hire a golf buggy for the duration of our stay?

Buggies may only be hired by those playing golf for the duration of their round. Due to the nature of the Resort and the internal traffic management plan, we are unable to allow guests to hire golf buggies to drive around the Resort.

Are mountain bikes available to hire?

We do not currently offer this service but please feel free to bring your own mountain bikes to the Resort.

Dining

What is supplied in my lodge for arrival?

A welcome pack including tea, coffee, sugar, sweeteners and milk will be supplied for your arrival.

Is there somewhere to purchase groceries on site?

There is no convenience store on site.

Can I order a food delivery to arrive at my lodge?

The only supermarket we allow to deliver on site is Waitrose. If you would like to place an order for delivery, please visit www.waitrose.com.

What if I don't want to cook?

Before your arrival or during your stay, you may wish to order from our range of 'Gourmet to Go' hampers which will be delivered directly to your lodge. Each hamper serves 8 adults and options include:

- Continental Breakfast Hamper
- Full Welsh Breakfast Hamper*
- Gourmet Picnic Hamper
- The Wellness Hamper (perfect for spa experience guests)
- Afternoon Tea Hamper
- Roast Dinner with all the trimmings (Rib of Beef or Leg of Lamb)*
- Lobster and Bubbles
- Miniature Dessert Selection

Hampers must be ordered at least 72 hours in advance of the required delivery time. Alternatively, you can make a reservation to dine in any of our restaurants.

*These hampers require some preparation and cooking by yourself in your lodge.

Can I buy a cooked breakfast instead of cooking in my lodge?

Yes – guests are welcome to enjoy a full Welsh breakfast at the Celtic Manor Golf Club or The Olive Tree restaurant. Charges for breakfast can be billed to your lodge account and settled upon check out.

Can I order takeaway from off site companies?

No – takeaway vehicles are not permitted on site.

Will there be a barbecue that we can use?

No, we regret that barbecues are not permitted at our lodges.

Can I arrange for a chef to cook for me in the lodge?

We are able to offer this service, along with a waiter if required, at an additional cost. This service is subject to availability and must be booked at least 14 days in advance.

Activities

Which facilities can we use whilst we are here?

All Resort facilities are available to you during your stay. We do advise advance booking for some activities, such as golf, spa treatments and restaurant dining. We would also advise booking these in advance of your arrival to avoid disappointment.

Can we use the swimming pool and leisure facilities?

The facilities at Dylans Health and Fitness Club are the closest option and ideal for guests staying at our Hunter Lodges. Family swim times at Dylans are from 10am until 8pm daily.

Is there a crèche?

Between Monday and Friday during term time we offer flexible childcare sessions in our Evergreen Day Nursery for children aged 5 years and under. At weekends and during school holidays, our Kids' Clubs at The Forum Health Club are perfect for children aged 2 - 10 years, and a great place for them to have fun under the supervision of our experienced childcare team.

Can I arrange to have a babysitter?

Our Evergreen Nanny service allows parents to relax and unwind while our trained nannies take care of your children for up to 4 hours during the day or evening.

Departure

What time must I leave my lodge?

Check-out time is **11am**. Please note that a late check-out facility is not available and full nightly charges will apply in the event of late departure. Please leave your lodge by 11am and check out at the Resort Hotel Reception prior to departing. Should you wish to stay and enjoy the Resort facilities for longer on your day of departure, our Concierge team will be happy to store your luggage if required.

Can I use the facilities after I have checked out?

Yes, please feel free to use the facilities for as long as you wish.

Hunter Lodges Collection Booking Agreement

Making A Reservation

1. Book

Book online at celtic-manor.com or call our team on **01633 410262** who will be happy to assist you in booking your accommodation along with any dining reservations or activities you will require during your stay

2. Price

The price of your break includes:

- Your accommodation
- A complimentary arrival pack including tea, coffee, sugar, sweeteners and milk
- Bed linen
- Towels in your accommodation
- Television
- Complimentary WiFi
- Complimentary use of your own outdoor hot tub (please note that we empty, clean and refill all hot tubs after every stay, therefore your hot tub may not be at the desired temperature upon arrival as they can take up to 12 hours to reheat) - not available at The Barn and Farmhouse
- Complimentary use of the fitness classes, swimming pools, saunas, steam rooms, jacuzzis and Technogyms at both Dylans Health and Fitness Club and The Forum Health Club throughout your stay
- Complimentary parking for two cars at your property (additional complimentary car parking is available at The Twenty Ten Clubhouse)
- Access on foot to Celtic Manor's 2,000 acre estate including woodland walking and running trails
- Access to all Celtic Manor Resort facilities including restaurants and bars, children's activities, adventure activities, spas and golf courses (charges apply)

3. What happens once you've booked

We will confirm your booking by email and ask you to check the details carefully and come back to us if anything is incorrect. You will receive a pre-arrival email informing you about our activities and offers ahead of your stay - we strongly recommend that you pre-book all spa, golf, dining and activity reservations prior to your arrival to avoid disappointment.

Terms & Conditions

A. Booking and paying for your break

A1. Deposit

You can book through the website celtic-manor.com, or by telephoning **01633 410262**. Please note that you must be over 18 to make a booking.

If booking more than 12 weeks ahead, a 10% non-refundable deposit for the total cost of your break is required to secure your booking. This payment covers the cost of processing your reservation. A second non-refundable deposit payment of 50% of the total cost is required 12 weeks before the start of your break, and the final balance payment will be due 6 weeks prior to your arrival.

Please call us on **01633 410262** to make a payment by the due date. Failure to make the scheduled payments may result in your booking being cancelled and no refund will be offered.

If booking less than 12 weeks ahead, full payment is required at the time of making your reservation.

For all Christmas and New Year bookings, a 10% non-refundable deposit for the total cost of your break is required to secure your booking. This payment covers the cost of processing your reservation. A second non-refundable deposit of 50% of the total cost is required by 30th June and the final balance payment will be due on 31st August.

A2. Payment

We accept payment by credit or debit card only. Once paid, all deposits are strictly non-refundable and non-transferable.

A3. Price Changes

Once you have booked and paid for your holiday in full, we guarantee that your holiday price will not change other than for increases in VAT or taxes, or as a result of government action, in which case you will be required to pay the price increase.

A4. Confirmation

The price for your break and any additional charges, along with details of payments made will be confirmed to you by email. Please make sure your email address is correct at the time of booking.

Please check the details on your confirmation carefully. If any of the details are inaccurate or no longer apply, please inform our Reservations Team immediately. Failure to meet the payment schedule detailed in your confirmation will result in the cancellation of your reservation, and the forfeiture of your deposit. No payment reminders are sent.

B. Before You Book

B1. Special Requirements and Disabilities

We welcome guests with a disability, restricted mobility, particular care or medical requirements. However, we need to know of any special needs at time of booking so that we can ensure that our services are as accessible as reasonably possible.

Please call us on **01633 410496** so that we can discuss your requirements along with availability, suitability and any reasonable adjustments we are able to make.

B2. Groups

In every property there must be enough capable and responsible adults over 18 years old to oversee the rest of the party. One such adult has to take responsibility for the whole party and has to be present throughout the stay. The name and contact details of this person must be confirmed prior to arrival.

B3. Information About Your Party

We have the right to obtain, at any time, the name, age and address of each member of your party before confirming your booking. Unless we agree otherwise, you (the booker) must be a member of your party. Entry to your accommodation may be delayed or refused if you fail to provide us with full details of party members before arrival.

C. Changing Or Cancelling Your Booking

C1. Changing Your Booking

Once an initial deposit payment has been made, we are unable to permit any changes to your booking. Please be aware that all deposit payments at any stage are strictly non-refundable and non-transferable.

C2. If You Cancel (Accommodation)

You may cancel your break at any time, however, please be aware that you will lose all deposits paid. We strongly recommend that you make your own provision for holiday/travel insurance to cover you against any losses that will be incurred should you need to cancel your booking for any reason.

Number of weeks before arrival date that notification is received	Cancellation charge as % of total break cost
More than 12	Full Deposit (10%)
More than 6 but not more than 12	50% + 10% deposit
6 weeks or less	100%

You can only cancel your holiday with us by telephoning our Reservations Team on **01633 410262** and you must obtain a cancellation number as proof of your cancellation.

Please call to inform us in advance if you will be arriving later than planned. Should you fail to arrive on your scheduled date of arrival you will be deemed a "no show" and your booking will be cancelled without refund. Full cancellation charges will apply and no transfer of date will be offered.

Should you cut short your break to depart earlier than planned, no refund will be given for any unused portion of your stay.

C3. If We Cancel (Accommodation)

We reserve the right to cancel your booking at any time should it become impossible for us to provide the holiday you have booked or if we have any reason to believe that you or any member of your party are or appear to be of a disruptive influence on the other guests, or if a technical error has occurred in processing your booking.

Where we cancel your holiday before you arrive we will refund any payment made to us but we will not pay any compensation. Where we cancel your booking after arrival you will receive no refund or compensation.

We have the right to cancel your booking, or to instruct you or your party to leave The Celtic Manor Resort immediately, without compensation or refund, should you or any of your party breach the terms of this contract.

C4. If We Cancel (Activities, Spa Treatments and Restaurant Bookings)

If Celtic Manor takes the decision to withdraw an activity, spa treatment or restaurant booking, we will refund the total cost of any pre-payment for the activity, spa treatment or restaurant booking. Your lodge reservation will remain non-refundable and non-transferable.

Please note a valid receipt as proof of purchase must be provided in order for a refund to be processed.

C5. Refunds

Where refunded, payments made by credit/debit card will be refunded to the same card, less any non-refundable payment.

D. Before You Arrive

D1. Pre-Booking Activities

We strongly recommend that you pre-book all spa, golf, dining and activity reservations prior to your arrival to avoid disappointment. Please note that there is a 7 day cancellation policy for all golf, spa and activity bookings.

D2. Latest Information

Our website celtic-manor.com contains all latest information and any particular circumstances that will apply to your break. Please check the website before you leave home to ensure you are fully advised.

D3. Special Requirements

You should advise us at the time of booking if you or anyone in your party has any special medical circumstances we ought to be aware of. Such information will be treated sensitively.

E. Arrival

E1. Arrival Time

You may arrive at The Celtic Manor Resort anytime on your arrival date to enjoy use of our Resort facilities.

E2. Check-In Time

Your accommodation will be available from 4pm. You can drive to your accommodation where complimentary parking is available for two cars for the duration of your stay. Please note that you will need to check-in at the Resort Hotel prior to accessing your accommodation.

Check-out time is 11am on the day of departure. A late check-out facility is not available, however, we are able to store your luggage at the Twenty Ten Clubhouse or with our Concierge Team at the Resort Hotel should you wish to stay and enjoy the facilities for longer.

E3. Pre-Authorisation Charge

A £100 per night, credit/debit card pre-authorisation will be required at the time of check-in. Pre-authorisation amounts are reserved funds which will reduce your available balance, these may show on your statements. Pre-authorisation amounts are held by your card issuer, at check-out the reserved funds or credits will be released by the hotel, the processing time varies with different card issuers. Any outstanding charges on your account which are not settled at the time of check-out will be charged to the same card upon your departure.

F. During Your Stay

F1. Following Guidance

To help ensure that your party and all our other guests get the most from their stay at The Celtic Manor Resort, you are required to comply with all guidance supplied to you by our staff.

F2. Acceptable Conduct

The Celtic Manor Resort insists upon reasonable standards of behaviour by all our guests. Excessively noisy or disruptive behaviour, or behaviour which has a negative effect on the amenity of other guests, is unacceptable.

We will not tolerate offensive or illegal behaviour, or aggression to Celtic Manor staff or guests. In such circumstances, we may involve the police, and/or require you and/or any member of your party to leave the site immediately. No refunds or compensation will be given in these circumstances and we reserve the right to refuse any future bookings from you or any member of your party. Breakages and damages to the lodge require immediate payment which will be charged to the card that payment was made with.

F3. Responsibility For Children

There must be at least one capable and responsible adult over the age of 18 in every accommodation unit, who is responsible for the supervision of all members of your party under the age of 18. Children remain the responsibility of their parents or guardians at all times.

Children under 16 years must not be left alone in your lodge. In the case of older children, parents should consider the age, maturity, wishes of the child, duration of absence and ease of response in an emergency. It is important that parents always know where their children are, and the times activities start and finish. Please note that children's activities are unsupervised unless otherwise stated.

F4. Child Protection

A copy of our Child Protection policy statement is available on request. It is our policy to assist any proper enquiries, or to investigate any incident or allegation of concern about a child in our care or staying at The Celtic Manor Resort. If we consider it necessary, we will refer the matter to an appropriate outside authority.

F5. Facilities and Activities

- Outdoor activities are subject to appropriate weather and may be withdrawn, subject to notice. If we have to cancel an activity and you have already paid for it, we will offer you a full refund of the activity price that you paid. No other compensation will be payable.
- Compensation will not be paid where facilities/activities are unavailable or fully booked except in circumstances specified at D4.
- You must comply with any conditions applying to Celtic Manor facilities and activities we inform you of at any time. Please be aware that some activities are subject to height, weight or age restrictions and may also require you to sign a disclaimer before taking part. Refer to individual activity information on our website for full details.
- It is your responsibility to ensure that any activity of facility selected by any member of your party is suitable for those who are taking part.
- Unless we have agreed to supervise, responsibility for supervision of children taking part in activities or using the facilities falls to you.
- We will not accept activity bookings from children under 12. Children over 12 will be deemed to have consent from you and their parent/guardian to book and participate in the activity concerned. It will also be deemed that the activity is suitable for them.
- Our health club swimming pool supervision policy is available to view at celtic-manor.com/spa-fitness

F6. Looking After Your Belongings

Your personal belongings remain your responsibility at all times. Please lock your accommodation and vehicle securely and remove all valuable items from view.

F7. Food and Drink

Food and drink described in menus and other communications are provided subject to availability.

F8. Shopping Deliveries

The only supermarket we allow to deliver on site is Waitrose. If you would like to place an order for delivery, please visit www.waitrose.com. Takeaway food deliveries from companies other than The Celtic Manor Resort are also not permitted.

F9. Day Guests

You are more than welcome to have day guests visit you at the Resort, however, please be aware that each individual lodge is only permitted to accommodate a maximum of 8 guests (plus 2 children) overnight (maximum of 8 people at The Barn and Farmhouse). You must not exceed the maximum number of guests in each lodge. If you do, we may move those additional persons to another lodge (or other accommodation) and charge them or you full price.

F10. Accommodation

You must leave your accommodation in a clean and tidy condition. We reserve the right to charge you for any extra cleaning, missing items or damage. We reserve the right to enter your accommodation at any time for any reasonable purpose.

F11. Recycling

Please help us fulfil our commitment to environmental responsibility by following the arrangements for waste segregation explained in the information pack in your accommodation.

F12. Litter and Refuse Bags When You Leave

Please dispose of your litter in the appropriate receptacles and do not leave bins outside lodges.

F13. Maintenance

In line with our policy of continuous improvement, you may find that some facilities and/or lodges are closed for maintenance, replacement or improvement. Maintenance or housekeeping work may also be undertaken in and around your accommodation during your stay, but we will endeavour to keep any disturbance to a minimum.

F14. Use of Vehicles Within The Celtic Manor Site

Please drive carefully through the Resort. Give way to pedestrians, golf buggies and cyclists at all times. Keep to the left and within the speed limit.

In the interests of safety, all vehicles that are not parked in specified parking areas may be towed away and a charge levied to you for doing so. We do not accept any liability for damage caused under these circumstances unless it is demonstrably due to our negligence.

Vehicular access is required at all times for emergency services, Celtic Manor and other authorised suppliers or contractors.

F15. Licensed Premises

Proof of age may be asked for when buying alcohol on the site. We shall not serve or sell alcohol to anyone who appears to be under the age of 25 (and cannot prove they are over 18), or whom we consider to have been drinking excessively. We will accept a photo driving license, a passport or a proof of age scheme which carries the PASS logo hologram.

F16. Smoking

Smoking is not permitted in any property, or other Resort building. It is permitted only in designated areas. If you smoke within your accommodation, we reserve the right to make an additional charge for deep cleaning.

F17. Pets

Pets are not allowed on site (except assistance dogs). There are kennels operating locally and we can provide a list upon request, but inclusion upon the list does not mean or imply that Celtic Manor endorses that facility. We accept no liability for anything that happens to your dog while it is in the care of the third party.

F18. Dangerous Items

No shotgun, knife, firearm, air weapon, archery equipment, fireworks (including sparklers), illegal substances or similar items, BBQ's or fire pits may be brought onto the Celtic Manor Resort site under any circumstances.

F19. Photography

No form of photography or filming is permitted in any changing areas of The Forum or Dylans Health Club. Photography for commercial purposes is not permitted in any part of the site.

Filming and/or photography for promotional or training purposes may be in progress at Celtic Manor during your break. Should you not wish to appear in any such material please notify us on or before your arrival at The Celtic Manor Resort.

F20. Paying For Damage

By booking you agree that we have the right to recover from you the costs of any damage to Celtic Manor property resulting from any breach of this contract you commit.

G. Departure

G1. Your accommodation must be vacated by 11am on the day of your departure.

G2. You are welcome to continue to enjoy The Celtic Manor Resort's facilities for the rest of the day.

H. Additional Information

H1. We hold a valid notification under the Data Protection Act 1998. All the information we hold about you and members of your party may be stored in a computer and other filing systems. We will only use this information to provide our services to you, to conduct market research and to provide you with information about our products and services including those of selected third parties. If you do not wish to be contacted by us or such third parties please inform us in writing.

H2. CCTV cameras operate at various locations throughout the Resort in the interests of public safety.

H3. We may record or monitor calls for training, quality or clarification purposes.

H4. Photographs in promotional material are for guidance only.

H5. Your contract with us and any matters arising from it shall be subject to English Law and to the Jurisdiction of the Courts of England and Wales. If you are resident in Scotland or Northern Ireland, the Courts of Scotland or Northern Ireland can deal with any disputes.

H6. Your stay will not give rise to any tenancy agreement between us.

H7. Should any part of our contract be deemed by law to be void, the remainder of this contract will, if capable, continue in full force and effect. Headings used in this contract are included for convenience only and shall not affect its interpretation or construction.

I. Liability, Compensation and Complaints

I1. Your booking with us will not constitute a "package" as defined in the Package Travel, Package Holidays and Package Tours Regulations 1992 which, therefore, will not apply to your holiday with us.

I2. The Celtic Manor Resort Limited shall be liable to you for any loss, damage, injury or death ("loss") caused by the negligent acts or omissions of The Celtic Manor Resort Limited, its servants or agents. Where loss is caused by the acts or omissions of the third party, The Celtic Manor Resort Limited shall only be liable to you for that loss if the third party is a supplier of goods or services for your holiday, the third party is not a normally competent supplier of such goods or services and The Celtic Manor Resort Limited failed to exercise proper care in the selection of the third party. Other than the above, or as set out elsewhere in the terms, The Celtic Manor Resort Limited shall have no liability to you for loss.

I3. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your break with us is limited to the cost of your booking less any insurance, cancellation, amendment or separate charges. We will not be responsible for any matters that result from events beyond our control.

I4. Any assistance you require or concerns should be brought to our attention immediately, to a member of staff or to Guest Services. We are not responsible for any matter of which you were aware and failed to notify us during your break.

I5. Any reported matter which has not been resolved during your break should be advised in writing to the Hunter Lodges Guest Relations Manager at The Celtic Manor Resort, Coldra Woods, The Usk Valley, Newport, NP18 1HQ within 28 days of the end of your break or email bookings@celtic-manor.com. In such cases, we will only correspond with the person named on the booking. Failure to follow this procedure may reduce or extinguish any rights you may have to make a claim against us.

If you have any further questions, please contact our Reservations Team on 01633 410262 who will be pleased to help you.

Information contained within this agreement is correct at time of print, however, may be subject to change. For latest information and prices please visit our website celtic-manor.com. Where there is any contradiction between the website and this agreement, the website takes precedence.