



## Offer and Voucher Terms & Conditions

### Covid-19

Covid-19 information restrictions are subject to change without notice according to UK government guidelines and operational necessities. We will make ongoing changes essential for your safety and for the long term interests of the business. Please familiarise yourself with the latest announcements on the UK government website.

We politely remind you that it is also the responsibility of you, our guests and visitors, to be aware of the current laws and restrictions which are in place and follow them stringently and in a responsible fashion during your time at The Headland.

1. Offers and vouchers advertised on The Headland website and via our selected partners are subject to specific Terms and Conditions.
2. Please take note of the offer redemption and validity dates which will be noted with the offer itself. Offers expire at midnight on the end date shown. Vouchers are valid for a specified period of time from date of issue (stated on voucher). Both offers and vouchers are redeemable subject to availability.
3. Offers and vouchers are applicable to new bookings only and cannot be added retrospectively or combined with any other offer, voucher, promotion or discount.
4. All services being exchanged against an offer or voucher must be pre-booked; the offer of voucher must be quoted at the time of booking and the physical voucher (where applicable) must be presented at the hotel upon arrival.
5. Vouchers are only valid when displaying an authorised signature and are surrendered upon redemption. Vouchers are only redeemable through The Headland and are not valid for any promotions between The Headland and third parties.
6. The Headland reserves the right to withdraw or amend promotions at any time, without prior notice. Offers and vouchers are exchangeable only against services as defined therein. Offers and vouchers cannot be exchanged for cash. Similarly, no change or credit will be given for any unused part of a voucher. Lost or out of date vouchers cannot be exchanged or refunded. Only original vouchers may be used. The value of vouchers includes 20% VAT. Online Terms and Conditions supersede any printed collateral and E&OE.



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7. The voucher has a monetary value of £0.01.
8. The Headland reserves the right to refuse any booking.