

Rosemoor House Apartments

Rosemoor House Apartments offer exclusive, unrestricted access to RHS Garden Rosemoor 365 days a year. Originally the home of Lady Anne Palmer the property now contains three luxurious apartments, which retain many historical features while offering every modern convenience.

Guests will enjoy stunning views of the garden from sunrise to sunset and are truly able to enjoy RHS Garden Rosemoor.



EVENTS

Rosemoor Garden plays host to over 100 events every year, Rosemoor House guests are more than welcome to coincide their stay with any of these, many at no extra cost. (Please see our events calendar for more details)	FEB/MAR	MAR/APR	MAY/JUNE	JUL/AUG	SEPT/OCT	OCT/NOV/DEC
	New Year New Year 12, 13 Jan	Mothers Weekend 9, 10 March	Plant Fair 18, 19 May	Gig 06 July	Plant Sale 01 Sept	Pumpkin Day 27 Oct
	Orchid Day 27 Jan	Grow Your Own 23, 24 March	Gig 01 June	Vintage Weekend 20, 21 July	Food Fair 22 Sept	Xmas Craft Fair 23, 24 Nov
	Snowdrop Day 02 Feb	Rhodo Show 20, 21 Apr	Rose Weekend 22, 23 June	Local Produce Show 17 Aug	Real Ale Festival 28, 29 Sept	Xmas Food Fair 08 Dec

OFFERS

We know your stay is likely to be a special occasion, so we have optional treats you can add to your booking to ensure everything you could wish for is waiting for you upon arrival



We can provide a range of local produce to help you unwind and enjoy your stay. Please just ask.

Rosemoor House Guest Details

Title	First Name	Surname	Membership Number
Address			Postcode
Daytime Tel:	Mobile	E Mail: Please send me last minute deals and special offers	
Other Members of Party (must be over 16)		How Did You Hear About Rosemoor House Apartments	

Booking Details

Arrival Date (after 3pm)	Departure Date (by 10am)
Apartment	Cost £
Offer	Cost £
Sofabed (<i>Camellia Only</i>)	Cost £
Mobility Vehicle (£2.50)	Cost £
Magnolia Only DOUBLE or TWIN	TOTAL £

Payment Details

I enclose a cheque payable to the RHS for

£

I have read and agree to the terms and conditions overleaf

Signature

Date

FOR OFFICE USE ONLY:	Deposit Received:	Taken By:	Booking Reference:
Deposit Amount:	Balance Amount:	Balance Due Date:	Date Received:

Booking Conditions 2013

Terms: For the purposes of these terms of letting 'Visitor' shall mean, in addition to the person completing the booking form, all other persons on whose behalf they are completing the same and warrants that they have the authority to sign on their behalf.

CHILDREN We regret that we cannot accommodate children under the age of 16.

PETS Unfortunately, we cannot accommodate pets at Rosemoor House.

SMOKING Rosemoor House is a non-smoking building. Thank you.

Please note: The Visitor is encouraged to take out his or her own holiday insurance in case of cancellation or loss of luggage. Refunds will only be given in exceptional circumstances.

1. Booking

To book, please check availability first by telephoning 01805 626810. We can make a provisional reservation, which will be held for a maximum of 5 working days. The booking form overleaf should then be completed and returned along with either a cheque for your deposit (made payable to the 'RHS') or a completed debit/credit card payment slip. Bookings can only be accepted by persons over 18 years of age and will not be valid until a signed booking form and deposit have been received by the RHS and confirmation of booking has been sent to the Visitor.

2. Payment

A minimum deposit of £100 for each stay booked is required. The remainder of the cost is due no later than 6 weeks before the commencement date of the holiday. If booking is made less than 6 weeks before the commencement date of the holiday, full payment must be sent with the booking form. In the event of non-payment by the due date, the RHS reserves the right to cancel the holiday, and the booking deposit will be forfeited.

NON-MEMBERS OF THE RHS pay an additional fee which includes membership to the RHS for one named person for one year, commencing on the first day of the stay. Any subsequent stays commencing during that membership year will not incur this charge.

CAMELLIA BED SETTEE The tariffs given for Camellia are for up to 2 people. Camellia flat can also accommodate 3 or 4 people by the use of a bed-settee, for which there is an additional set fee of £15 per night.

VAT All tariffs include Value Added Tax at the current rate.

SERVICES All tariffs include the usage of heating and electricity. Linen is provided on arrival and includes sheets, duvet cover, pillow-cases, bath and hand towels, face cloths, bath mat and tea towels.

3. Arrival and Departure Times

7 night stays start on a Friday or Monday from 3pm and end on the following Friday or Monday by 10am

4 night stays start on a Monday from 3pm and end on the following Friday by 10am.

3 night stays start on a Friday from 3pm and end on the following Monday by 10am.

KEYS

Your keys will be available to collect from the Visitor Centre between the hours of 3pm and 5pm on the day of your arrival. Please contact us if you are likely to arrive later than this time as special arrangements will need to be made. On departure, keys can be left in the box provided in the lobby of Magnolia/Camellia Flats or the glass bowl in the foyer of Azalea Apartment.

4. Cancellation

BY THE VISITOR Any cancellation of the booking by the Visitor must be in writing from the person who signed the booking form. Cancellation will apply from the date of receipt of this letter and will incur the following cancellation charges:

More than 6 weeks before the commencement date - forfeit of booking deposit

41-28 days before commencement - 75 % of cost

27-0 days before commencement - 100 % of cost

BY THE RHS The RHS reserves the right to cancel the booking at any time before the balance of the cost has been paid (6 weeks before the commencement of the holiday). The RHS also reserves the right to cancel the booking after this time in extreme circumstances. In the event of cancellation under this paragraph, the RHS shall be under no liability to the persons affected, save only to refund all monies paid by or in respect of such persons.

5. Notes

ACCESS TO THE GARDEN The Garden is accessible from half an hour before sunrise until half an hour after sunset. We reserve the right to limit access to parts of the Garden on occasion for reasons of health and safety or maintenance.

WORK IN THE GARDEN Please note that Rosemoor is a working garden.

PARKING A parking area is available for use by the guests at Rosemoor House. We politely request that you do not park in any other areas as this may cause an obstruction.

FOOD IN THE GARDEN Food may only be taken into the garden outside of normal opening hours. Please do not use barbecues in Rosemoor Garden.

VISITOR OBLIGATIONS The Visitor undertakes to keep the premises and all the furniture, fixtures, fittings and effects in the same condition as at the commencement period (reasonable wear and tear excepted) and may be asked to pay to the RHS the value of any part of the premises, furniture, fixtures, fittings and effects so destroyed or damaged as to be incapable of being restored to its previous condition. Any damages, electrical and other failures should be reported as soon as possible to the Visitor Centre.

Visitors are asked not to attempt any repairs themselves. The Visitor is asked to leave the property in a clean and tidy state on departure.

RIGHT OF ENTRY The RHS reserve the right to enter the House at any reasonable time with due cause.

COMMENTS AND COMPLAINTS Every care is taken to ensure that our flats are of the highest standard. Should you find that there is a problem, or cause for complaint, please let us know immediately. Every effort will then be made to assist you. If you feel that you would like to comment on your stay please fill in the questionnaire provided before you depart.

Rosemoor House Bookings

RHS Garden Rosemoor

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Devon

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www.rhs.org.uk/rosemoor