



## FREQUENTLY ASKED QUESTIONS

Following an earlier statement made by Sir Hugh and Lady Blackett, we are saddened to say that Matfen Hall Hotel, Golf & Spa will be closed until the end of May 2020.

We understand that you may have questions about your upcoming spa day, golf membership or family lunch. So we have put together a list of FAQ's to help. If you feel your question is still unanswered please contact us via [info@matfenhall.com](mailto:info@matfenhall.com)

### Dining / Afternoon Tea

**Q:** I have a reservation in the Library restaurant for Afternoon Tea/Lunch/Dinner – how do I cancel this?

**A:** Our team are contacting guests that were due to visit us up until the end of May to re-arrange all reservations. If you haven't heard from us yet and wish to directly to amend your booking please email [info@matfenhall.com](mailto:info@matfenhall.com)

**Q:** I have a gift voucher and I won't be able to use it now as it expires soon?

**A:** We will be automatically extending all afternoon tea or dining vouchers that have an expiration date up to 31<sup>st</sup> July 2020 to expire on 31st October 2020. Please contact us to rebook your current booking or if you have a voucher and have yet to book we would encourage you to make a booking so that you are not disappointed if availability is taken.

**Q:** I would like to make a booking for the future, how do I do this?

**A:** You can make a reservation via our website – please visit - <https://www.matfenhall.com/dine/the-library-restaurant/> and use the 'Book a Table' feature or email [info@matfenhall.com](mailto:info@matfenhall.com).

### General

**Q:** Can I come for a walk around the grounds?

**A:** Whilst the hotel and golf course are closed, the grounds are also closed and will not be available to be accessed. Locals can use the path way on the Dewlaw golf course but must keep dogs on a lead at all times and this can be accessed via the main road only. We will have security present at all times and any trespassers will be asked to leave and reported to the police.



## Accommodation

**Q:** I am due to arrive whilst the hotel is closed. What should I do?

**A:** We would very much like to rearrange your break so we can welcome you back at Matfen Hall once the situation changes. Our team are currently busy contacting all guests due to stay with us and you will be able to postpone your stay free of charge until the end of September 2020, subject to availability. If you would prefer to contact us directly, please do via [reservations@matfenhall.com](mailto:reservations@matfenhall.com).

**Q:** I have prepaid for my stay and the cancellation policy stipulates that the full amount it is non-refundable and non-transferable. What should I do?

**A:** For any guests that have prepaid for a reservation due to arrive in March, April and May, you will be able to postpone your stay until the end of September 2020 free of charge and at the same rate that was confirmed at the time of the initial booking, subject to availability. Whilst we would be delighted to welcome you back at Matfen Hall, we do understand that moving your booking may not be possible so should we not be able to find a suitable alternative date for you, a full refund will be issued.

**Q:** I have booked via an online travel agent (Booking.com, Expedia.com etc.) and am due to arrive whilst the hotel is closed. What should I do?

**A:** Unfortunately, we are unable to amend or cancel any reservations made via an online travel agent due to data protection. We ask that you contact the according customer services team directly and they will be able to assist with any amendments or cancellations.

**Q:** I have a group reservation (5 bedrooms and over) booked whilst the hotel is closed. What should I do?

**A:** We would very much like to rearrange your group booking for you so our team are currently busy contacting all groups due to stay with us in March, April and May and you will be able to postpone your stay free of charge until the end of 2020. If you would prefer to contact us directly, please do via [reservations@matfenhall.com](mailto:reservations@matfenhall.com).

**Q:** How can I make a reservation for a future date?

**A:** Our website is running as normal and so you can use this to book escapes from 1<sup>st</sup> June onwards, or please email [reservations@matfenhall.com](mailto:reservations@matfenhall.com) & we can help this way!

**Q:** I have a gift voucher and now I won't be able to use it. Is this now lost?

**A:** No, we will be automatically extending all vouchers that have an expiration date up to 31<sup>st</sup> July 2020 to expire on 31<sup>st</sup> October 2020. Please contact us to rebook your current booking or if you have a voucher and have yet to book we would encourage you to make a booking so that you are not disappointed if availability is taken.



## Aqua Vitae Club

**Q:** Who can I speak to if you are closed?

**A:** We have a small team of staff working limited hours from home, please email [carole.crowe@matfenhall.com](mailto:carole.crowe@matfenhall.com) and we will get back to you as soon as possible.

**Q:** What will happen to my membership fee payments?

**A:** We have made the decision to freeze any direct debit payments due on 1<sup>st</sup> April and 1<sup>st</sup> May we will then assess the situation following any further Government advice/instructions.

**Q:** I am really missing exercising, is there anything you can advise to help?

**A:** We have created a dedicated group to share at home workout videos and tips to keep physically and mentally healthy during this time. Please like our Aqua Vitae Facebook page ([www.facebook.com/AquaVitaeMatfen/](https://www.facebook.com/AquaVitaeMatfen/)) and request to join the group by clicking the pinned post at the top of our page. You can also find home workouts on the app, for all ages and abilities – or even contact your coach through the app for a personalised programme!

## Aqua Vitae Treatments

**Q:** Who can I speak to if you are closed?

**A:** We have a small team of staff working limited hours from home, please email [aquavitaetreatments@matfenhall.com](mailto:aquavitaetreatments@matfenhall.com) and we will respond as soon as we can.

**Q:** I have a treatment/spa day scheduled during the time you are closed, what should I do?

**A:** We would very much like to rearrange your relaxation time and welcome you back at Matfen Hall once the situation changes. Our team are currently busy contacting all guests who have a reservation with us to discuss postponing your treatment or spa day. If you would prefer to contact us directly, please do via [reservations@matfenhall.com](mailto:reservations@matfenhall.com).

**Q:** I have a gift voucher and now I won't be able to use it. Is this now lost?

**A:** No, we will be automatically extending all vouchers that have an expiration date up to 31<sup>st</sup> July 2020 to expire on 31<sup>st</sup> October 2020. Please contact us to rebook your current booking or if you have a voucher and have yet to book we would encourage you to make a booking so that you are not disappointed if availability is taken.



## Golf

**Q:** Who can I speak to if you are closed?

**A:** We have a small team of staff working limited hours from home, please email [lisa.ferrie@matfenhall.com](mailto:lisa.ferrie@matfenhall.com) along with any details and dates regarding your booking and we will respond as soon as we can.

**Q:** I have a tee time or booking before the end of May that I need to cancel, what do I do?

**A:** Our team will be contacting all visitor bookings to confirm cancellation of their booking and details of how to rebook should they wish to.

**Q:** I have paid a deposit and will not be able to play in the next few weeks what can I do?

**A:** Any bookings effected by the closure of the course with a deposit will be transferred to a later date in 2020. If you would like to email us with the name and date of your booking and when you would like to move it to we can check availability and contact you.

**Q:** Will I be able to book the same package that I had?

**A:** This will depend if you were booked on seasonal package. If you move to a date with a different package offering we will provide options and costs so that you can select which will suit you best.

**Q:** I don't want to move my deposit or prepayment to a later day this year, what will happen?

**A:** If you do not want to rebook for a date within 2020 then we can offer your deposit or prepayment amount as a gift voucher that will expire on 31<sup>st</sup> March 2021 or we can organise a refund – this only applies if your booking was due to take place whilst we are closed.

**Q:** I have a gift voucher and I won't be able to use it now?

**A:** We will be automatically extending all golf vouchers that have an expiration date up to 31<sup>st</sup> July 2020 to expire on 31<sup>st</sup> October 2020. Please contact us to rebook your current booking or if you have a voucher and have yet to book we would encourage you to make a booking so that you are not disappointed if availability is taken.

**Q:** What will happen to my membership fee payments?

**A:** We have made the decision to freeze any direct debit payments due on 1<sup>st</sup> April and 1<sup>st</sup> May we will then assess the situation following any further Government advice/instructions.



## Weddings & Events

**Q:** Who can I speak to if you are closed?

**A:** We have a small team of staff working limited hours from home, please email [weddings@matfenhall.com](mailto:weddings@matfenhall.com) and we will respond as soon as we can.

**Q:** I have an event planned during the time you are closed, what should I do?

**A:** Our team will be in touch to discuss postponing your event to a date later in the year, we would love to be able to accommodate your celebration but understand that you may not be able to and in this circumstance we would refund any monies paid or arrange a gift voucher for you of the amount to spend at Matfen Hall within the next 12 months.

**Q:** I have an appointment with the wedding team while you are closed, is this cancelled?

**A:** No! We are looking forward to continuing planning with all of our couples even whilst the hotel is closed, but of course for your safety the scheduled appointment will take place over the phone instead.

**Q:** We have just got engaged & would love to enquire about a wedding at Matfen Hall?

**A:** We are able to conduct a telephone consultation with you to find out all your hopes and wishes for your Big Day, then we will send you a virtual tour of our stunning wedding spaces so you can see everything for yourself. Once we re-open we can then schedule you in for a face to face appointment with our coordinators.

Please note all weddings affected by the closure of Matfen Hall have all been contacted and we are liaising with them to secure their new wedding date. If you have any concerns regarding your wedding please don't hesitate to contact our team.