

## Mandolay Hotel Promotional Offers Terms and Conditions

### General Terms

1. All offers are subject to availability and cannot be used in conjunction with any other promotion, discount, or special offer unless explicitly stated.
2. Management reserves the right to modify, withdraw or cancel any offer at any time without prior notice.
3. All offers are valid only at the Mandolay Hotel and are non-transferable.
4. Offers cannot be exchanged for cash or other alternatives.
5. Valid ID may be required when redeeming offers.
6. Staff members and their immediate family are not eligible for these offers.
7. All offers are valid for the named recipient only and are non-transferable.
8. Photocopies or damaged vouchers will not be accepted.

### Validity and Usage

1. All offers must be mentioned at the time of booking/ordering.
2. Offers are valid for one-time use only unless otherwise specified.
3. An original voucher must be presented to redeem the offer.
4. All offers are subject to blackout dates including but not limited to public holidays, special events, and peak periods.
5. Booking may be required for certain offers.

### Specific Offer Conditions

#### Food and Beverage Offers

##### 1. Complimentary Hot Drink

- Limited to one standard hot beverage
- Valid during regular service hours only
- Excludes specialty coffee drinks and premium teas

##### 2. Food and Drink Offer

- Valid on food and drink from the Complete Menu or All-Day Dining Menu
- Excludes special menus and events
- Cannot be used on room service orders

##### 3. Spend-Based Discounts (£15/£30/£50)

- Minimum spend must be reached in a single transaction
- Spend amount must be reached before any discounts are applied
- Excludes service charges and gratuities
- Valid on food and drink purchases only

##### 4. 10% off Afternoon Tea

- Must be booked in advance
- Valid for up to 4 people per booking
- Not valid on bank holidays or special event days (Special Afternoon Tea Menus)

##### 5. Free Glass of Wine with Main Course

- House wine only (125ml)
- One glass per main course ordered
- Must be aged 18 or over
- Alternative soft drink available

##### 6. Buy One Get One Free on Cocktails

- Available on selected cocktails only (Champagne Cocktails Omitted)
- Cheapest cocktail free
- Valid Monday-Saturday only
- Not valid after 8 pm

##### 7. Prosecco and Sharing Platter Offer

- Must purchase a Full bottle of house prosecco
- Standard sharing platter only, chefs' choice.
- Subject to kitchen operating hours

##### 8. Free Dessert with Main Course

- Valid on standard dessert menu items only
- One dessert per main course ordered
- Cannot be exchanged for cash or alternative items

##### 9. Free Starter with Two Mains

- Valid on starters up to £9.00 value
- Must order two main courses from Complete Menu
- Not valid with other meal deals or set menus

##### 10. Complimentary Snack Platter with Wine

- Valid only with the purchase of a full bottle of wine
- Standard bar snack platter only. Chefs' choice
- Subject to kitchen operating hours

### Accommodation Offers

#### 1. Free Bedroom Upgrade

- Subject to availability at the time of check-in
- Valid for next visit only
- Must be booked directly with the hotel
- Cannot be guaranteed for specific room types
- Valid for one category upgrade only

#### 2. Late Check-Out

- Valid only for Sunday or Monday departures
- Must be requested on the day of arrival.
- Subject to availability
- The latest check-out time 1 pm
- Standard charges apply for check-outs after 1 pm

#### 3. Free Welcome Drink

- Valid for one standard house beverage
- Must be claimed during check-in
- Valid for registered hotel guests only
- Non-alcoholic alternatives available

### Event Booking Discount

#### 1. \*\*10% off Any Event Booking\*\*

- Minimum booking value may apply
- Valid only on new booking
- Must be mentioned at the time of booking
- Deposit required to secure booking
- Not valid for previously confirmed bookings
- Excludes peak periods and special events
- Maximum discount of £300.00
- Non-Commissionable
- Non-Transferrable

### Additional Terms

1. The hotel reserves the right to refuse service to anyone who appears to be under the influence of alcohol or acting inappropriately.
2. All food and beverage offers are subject to kitchen opening hours and last orders.
3. Management's decision is final in all matters relating to these offers.

4. By using any of these offers, customers agree to these terms and conditions.

**Legal Notice**

These terms and conditions are governed by and construed in accordance with the laws of England. Any disputes relating to these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England. The Mandolay Hotel reserves all rights not expressly granted in these terms and conditions.

**Last Updated: October 2024**

For any queries regarding these terms and conditions, please contact the hotel management.



# MANDOLAY

One Unique Hotel  
Infinite Possibilities