

EASTWOOD PARK TRAINING AND ACCOMMODATION – FREQUENTLY ASKED QUESTIONS

Will I still be able to book accommodation at Eastwood Park when I am attending a Training Course?

Yes, providing there is availability. It will however, now be a separate booking to the Training.

How do I book on a Training Course?

You can book onto a course in a variety of ways. You can book online via our website or alternatively you can call or email our Training Sales Team.

How will I book my accommodation?

You can book your accommodation either by following the links provided or by phoning the Country House directly. Links will be provided on the Training website, on your booking confirmation and on all associated emails from the Training Sales Team.

Will I have a choice of room size and standard?

Yes, the new booking system allows you to view all the rooms types available at Eastwood Park and the associated rates.

Can I upgrade my room size and standard?

Yes, provided there is availability. You can upgrade by either ringing the Country House Reception Team in advance or enquiring upon arrival.

Will my accommodation booking still include dinner and breakfast?

All accommodation bookings will include Dinner and Breakfast. Lunch is provided as part of your training booking.

Will the breakfast be provided in the Country House or the Training Centre under these new booking procedures?

Breakfast will continue to be served at the Training Centre for the foreseeable future.

If my training is cancelled, will my accommodation booking automatically cancel?

No, you will need to contact the Country House team to cancel your booking directly.

If my training date is changed, will my accommodation booking automatically change to the new date?

No, you will need to contact the Country House team directly to check availability and rebook.

Will I get a refund on my accommodation if I do not attend my training course?

It will depend on the booking type you have selected. Some options provide for a cancellation whereas others don't. Please check your booking confirmation to see which option has been selected.

Can I add an additional person to my accommodation booking?

Yes, you can add an additional guest to your booking but this will need to be done via telephone directly to the Country House and not online. An additional fee may apply.

If my course is running over two weeks, can I stay at Eastwood Park over the weekend?

Not at this moment as we have other events running which are booked on an exclusive basis. We are considering opening up weekend accommodation in the future and will advise once this has been

opened up. If you wish to book accommodation for your two-week course, you can make two bookings, one for each week or call the Country House booking team and they can book your accommodation for you.

How do I pay for my accommodation booking?

You can either pay for your booking via credit card or by Purchase Order.

Will I make payment for both the training and accommodation booking at the same time?

If you are paying by credit card, payment for both bookings will be taken at that point in time, however, if you pay by Purchase Order, you will receive an invoice for your training reservation at the point of booking, however, you will not receive your invoice for the accommodation until after the event. A proforma invoice for the accommodation booking can be provided at the point of booking if required.

If I want to pay for accommodation by company invoice but don't have a PO number at time of booking, what do I do?

If you don't have your PO at time of booking, please enter TBC into PO field and you must then provide it within 14 days to reception@eastwoodpark.co.uk.