

# hotel booking conditions

## your agreement with us



**1.** To confirm your reservation a deposit equal to £50 per adult and £20 per child will be requested and by paying this you are entering into a contract and accepting our booking conditions. The same applies when you provide your credit/debit card information. The hotel may require payment in full in advance, or on arrival. Cheques (personal or company) must be presented in good time for clearance, and will not, under any circumstances, be accepted on departure.

**2.** The Holiday Protection Plan can be subscribed to at the time of booking or within seven days of the date of booking if the booking is made more than a week before the holiday arrival date. Under the plan, in the unfortunate event that you need to cancel your reservation, you will receive a refund of your deposits paid, if you cancel your booking prior to 2.00pm the day before your holiday is due to commence because any member of your party has been affected by one of the following circumstances: Death, illness, bodily injury, pregnancy, childbirth (providing pregnancy commences after the booking has been accepted), jury service, witness call, redundancy of any member of the party or their spouse, cancellation of leave in respect of members of HM Forces or the Police, unexpected occupational posting in your present employment;

Or

Because their home has become uninhabitable due to fire, storm, flood, subsidence, malicious damage;

Or

Because the Police require their presence following a burglary at their home or place of business;

Or

Because of death, serious injury of any close relative (husband, wife, father, mother, father-in-law, mother-in-law, brother, sister, children or dependant of the person whose name the booking was made) fiancée, partner or co-director.

To qualify you must notify Tregenna Castle Hotel in writing immediately of the circumstances of the cancellation, the reason for which must be supported by documentary evidence. Deposits paid will be refunded to you excluding premiums.

Please note the plan covers one room or if your booking is for separate rooms, two people.

**3.** Rooms will not be ready until 2.00pm on arrival. However guests are welcome to use the hotel facilities and car park if arriving early or staying on later. Rooms can be pre-booked the night before at an extra charge to guarantee an early arrival. Check out time is 11.00am and late departures will be charged for. However, by written agreement and subject to availability, a late check out may be arranged for an extra charge, near the time of the holiday.

**4.** Bookings from persons under the age of 18 years cannot be accepted. The minimum age of children allowed in their own room is 14 years.

**5.** Groups of single sex parties (five people or over) can only be accepted with prior permission from the Management. If agreed, a disclaimer will need to be completed by the organiser. Please ensure you inform us if you are an all male or female party.

**6.** Behaviour of guests and their visitors should not be excessive or rowdy, and must not cause annoyance, distress or embarrassment to staff or fellow guests. Offensive or illegal behaviour will not be tolerated. We reserve the right to recover from the person making the booking any discretionary compensation payment, or discount, that we may have to pay to any other guests, as a result of your actions, or a member of your party or visiting friends. This includes damage to the hotel building, fixtures, fittings and flood damage.

**7.** Failure to comply with any of the booking conditions may result in the party being asked to leave immediately, if in our sole discretion, we feel the conditions have been infringed. The account will be due in full and no refunds will be given in these circumstances.

**8.** If Tregenna Castle is prevented by circumstances beyond their control from making accommodation available and cannot provide a suitable alternative, they will refund monies already paid by you, but no further liability will be accepted.

**9.** Improvements, maintenance and changes to the hotel facilities and grounds take place throughout the year. We will always do our best to ensure guests are not inconvenienced. No compensation will be paid if a facility is not available, but we will do our best to provide a suitable alternative. During quieter periods only one restaurant may be open in the evenings.

**10.** Liability; personal belongings are the responsibility of each member of the party, and items of value can be left in the hotel safe. We accept no liability whatsoever for any accident, loss or damage to your property unless such loss is due to our negligence. We cannot be held responsible for the failure of public services (eg water, gas, electricity etc) or for any disturbance that is beyond our control. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your holiday with us is limited to the cost of the booking.

**11.** Smoking is not allowed in any part of the hotel, including all the bedrooms. If this is ignored, a deep cleaning charge of £75 per room will be made. If the next occupant refuses to accept the room, you will be liable for the cost of the alternative accommodation as well.

**12.** You are responsible for the fully furnished room and its equipment during the period of hire and are expected to take all reasonable care of it. You are asked to notify us of any problems or defects immediately they become apparent, to enable us to rectify them and to maintain the high standards kept by Tregenna Castle.

**13.** The use of the Leisure Facilities and amenities such as swimming pools, cots etc is entirely at your own risk. Tregenna Castle will accept no responsibility for loss of or damage to your belongings, personal injury or loss of life. Children under the age of 15 are not permitted to use the Leisure Centre unless accompanied by an adult.

**14.** Cars are parked at owners' risk.

**15.** Prices are correct at the time of publication but may change without notice with the exception of confirmed bookings. Confirmed bookings will not alter other than to reflect any changes in tax.

**16.** We reserve the right to refuse any booking.

**17.** We welcome all comments both positive and negative. Guests' comments are invaluable and help us maintain and improve the standards of service and facilities offered. We wish to know of any dissatisfaction or suggestions whilst you are with us, please contact reception who will be happy to help.

## Terms and conditions for special offers

In addition to the above terms and conditions, guests booking on a special offer will be bound by the following terms and conditions.

1. The offer is only applicable to new bookings, and cannot be used retrospectively.
2. There may be a limited number of places available on a special offer and once these have been filled, Tregenna Castle is under no obligation to extend the offer further.
3. An offer cannot be used in conjunction with any other offer.
4. Guests must notify Tregenna Castle that they wish to take up the offer at the time of booking.
5. The Tregenna Castle reserves the right to amend or vary any offer at any time.
6. Where special conditions must be met by the guest to comply with the offer (e.g. collection of vouchers), if the guest fails to comply (e.g. present vouchers on arrival) Tregenna Castle is entitled to revoke the special offer or deal.
7. Full payment of the special offer will be required at the time of booking - no refund will be made in the event of a cancellation.

## Holiday Information

- Pets (excluding Service Dogs) are not permitted in the Hotel or Self Catering properties or left in cars at anytime.
- Tregenna Castle Hotel Reception is manned 24 hours a day.
- Your reservation includes free use of the Gymnasium, Jacuzzi, Heated Swimming Pool, Sauna, Steam Room, Badminton, Tennis and Squash. Golf is a chargeable activity. There is a hire charge for towels and some equipment. Children under the age of 15 are not permitted to use the Leisure Centre unless accompanied by an adult.
- Hair and Beauty Salons are available on site. We recommend for guests to pre-book before arrival to avoid disappointment. For further information please contact Hair by Sara Veal on 01736 799669 or Castle Beauty on 01736 795254 ext 3027
- Castle Kids is our Ofsted rated outstanding children's club. Residents rates are £3 per hour and we provide quality childcare from 0 - 10 years old. We also offer an evening babysitting service - please telephone 01736 791191 for details of rates and availability.