

# HOTEL

## TERMS AND CONDITIONS

1. The hotel may require payment in full in advance, or on arrival depending on the terms of the booking. 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 can 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 off 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 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, fiancée, partner co-director or children or dependant of the person whose name the booking was made. 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. The plan does not cover pre-existing medical conditions.
3. Rooms will not be ready until 3.00pm on arrival. However guests are welcome to use the hotel facilities and car park if arriving early or staying on later. Room 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 all 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 (Tregenna) feel the conditions have been infringed. The accounts 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 unavailable, but we will do our best to provide a suitable alternative. During quieter periods only one restaurant may be open in the evenings.

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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. Any items of slot property are logged and kept at the hotel for a period of up to 6 weeks. 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 and vaping (electronic cigarettes) 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 as 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 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. Please note, charging motor vehicles on the Tregenna Castle Resort is prohibited and a £50 penalty will apply should this not be adhered to. The nearest charging point is Asda, Hayle Harbour, South Key, Hayle, TR27 4EP
16. 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 to tax.
17. We reserve the right to refuse any booking.
18. We welcome all comments both positive and negative. Guests' comments are invaluable and help us to 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. Guest must notify Tregenna Castle if they wish to take up the offer at the time of booking.
5. 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/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, within the grounds of the estate, or left in cars at any time.

Tregenna Castle Hotel Reception is manned 24 hours a day...

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### Holiday information continued...

Your reservation includes free use of the Gymnasium, Jacuzzi, Heated Swimming Pool, Sauna, Steam Room, Badminton, Tennis and Squash. Please note that from time to time our leisure facilities may not be available to use.

During the Coronavirus Pandemic we may take the decision to close certain facilities for the safety of our customers and staff. The Gymnasium, Jacuzzi, Heated indoor Swimming Pool, Sauna, Steam Room, Badminton, and Squash courts are closed until further notice.

The outdoor pool is open until 30th September but on a limited basis and bookings must be made. We cannot guarantee that all guests will be able to use the outdoor pool during their stay. 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.

Beauty and treatment rooms are currently closed until further notice.