



## Garden Lodges and Boat House Apartments Terms and Conditions

### **Bookings:**

The lead guest, in whose name the booking will be held in, must be over 21 and have the permission of all accompanying guests to make the reservation.

We will only deal with the lead guest in any future correspondence and communication.

The lead guest must advise us at the time of reservation enquiry if their group is single gender and which gender.

Single gender groups will only be accepted at our sole discretion, to be confirmed in writing.

### **Deposit /payment:**

Reservations made 8 weeks or more before the scheduled arrival date:

- Require a £200.00 deposit to secure the reservation.
- The outstanding balance for the reservation is due 8 weeks before the scheduled arrival date.
- If the outstanding balance due payment is not received when due, the reservation will be released without further notice.

Reservations made 8 weeks or less from the scheduled arrival date:

- Full payment is required to confirm the reservation.
- Bookings will only be held as confirmed if the required deposit and / or pre-payment has been received.

### **Booking alterations and cancellations:**

In the event of circumstances beyond our control we reserve the right, at our sole discretion, to cancel or amend a reservation. Should this occur:

You will receive a full refund.

If an alternative date is available, you may choose to move your reservation with any monies already paid being applied to the new reservation.

If the alternative dates are priced differently to the original booking any increase charge will be payable at the time of the change of reservation. If the cost is less, you will receive a refund for the difference between the two bookings.

Guests may cancel their reservation at any time prior to the day of arrival provided:

Notice of cancellation must be put in writing to our reservation department.

The date we receive a cancellation will be deemed the cancellation date and used to calculate what, if any, cancellation charge applies.

Cancellation charges will be calculated as follows and will be based on the total cost of the reservation / payment made:

#### **Cancellation date:**

90 days or more from arrival date  
89 - 60 days before your arrival date  
59 -30 days before your arrival date  
Less than 30 days before your arrival date

#### **Cancellation charge:**

Full refund of deposit/monies held against the reservation.  
50% of monies held against the reservation.  
75% of monies held against the reservation.  
100% of monies held against the reservation.

**Special offers:**

Offers are only available on future bookings and will not be applied to existing reservations.

Offers may relate to a specific number of guest bookings. Once these have been allocated, we have no obligation to extend any offer to further reservations.

An offer cannot be used in conjunction with any other offer.

Guests must notify us if they wish to take advantage of any specific offer at the time they make a reservation.

We reserve the right to amend or cancel any offer at any time.

Full payment is required at the time of reservation of any offer. No refunds will be available in the event of cancellation

**Smoking:**

Smoking or vaping is not permitted in any part of the hotel including the Garden Lodges and Boat House Apartments. If this rule is ignored, a charge of £150.00 will be made to cover the cost of deep cleaning.

**Dogs:**

By prior arrangement at the time of booking dogs may be accommodated in the Boat House Apartments and one of the Garden Lodges. This must be agreed and noted on the reservation documentation.

- Dogs are not to be left unsupervised within the accommodation.
- Dogs must be kept off all furniture including beds.
- There is a supplementary daily charge for dogs.
- Dogs are not allowed in the main hotel, lounge or restaurant areas.
- We reserve the right to charge for any damage caused by a dog.

**Arrival and departure:**

Your accommodation will be available from 3.00pm on the date of your arrival.

Guest arriving earlier than their scheduled check in time are very welcome to take lunch in the hotel or the Mariner Inn next door.

On your departure day, your accommodation must be vacated by 10.00am. Failure to vacate by this time will lead to an additional charge being made.

It may be possible to arrange a later departure. This needs to be agreed in advance with our reservation department before the date of departure. If agreed, there will be a late departure charge.

**Inventory:**

On checking in to your accommodation you will find an inventory of items supplied:

You should check the inventory and immediately report to reception if any items are missing or damaged.

We reserve the right to charge for any inventory items that are subsequently found to be missing or damaged.

Bed linen and towels are supplied for use within the accommodation:

Towels and linen will be changed every seven days during your stay.

Additional changes can be arranged, there will be an additional charge.

Towels for beach use should be brought with you.

**Cleaning:**

The property will be thoroughly cleaned prior to guest check in and every seven days during your stay. Additional cleaning can be arranged, upon request, during your stay and will be charged at the appropriate rate.

**Maintenance and facilities:**

Maintenance and improvements to the property and facilities take place throughout the year. We will always do our best to ensure such activity does not inconvenience guests. No compensation will be paid if a particular facility is not available during your stay but will use our best endeavours to provide a suitable alternative. During quieter trading periods our bars and restaurants may offer reduced opening hours.

**Liabilities:**

Personal belongings are the responsibility of each member of the party. We accept no liability for any accident or loss or damage to your property unless caused by our negligence. We cannot be held responsible for the failure of public services or utilities or any disturbances that are beyond our control. In all cases, except for personal injury or death, our liability to you is limited to the cost of your booking.

**General conditions and obligations:**

Check in at the hotel reception to register and collect your key. Notify reception immediately if any item is missing from the inventory or the condition of your accommodation is unsatisfactory. Pay for any breakages or damage (reasonable wear and tear excluded) caused by any member/s of your party. Your debit / credit card will be charged with any amounts due. Take good care of the property during your stay and leave in a clean and tidy condition when you leave. Do not part with possession of your accommodation or share it with anyone other than those named on the confirmation of reservation. Do not cause annoyance to or become a nuisance to other self-catering or hotel clients. Parking is provided only for cars of guests, trailers, caravans or motor homes are not permitted. No towels, clothing or other items to be placed over the balcony rails for drying or any other purpose.

I have read and understood the above letting terms and conditions and agree to be bound by them.

Lead guest name: .....

Signed .....

Date .....