



General information & booking conditions 2023/24

Arrival days and durations

Any, unless otherwise stated, subject of course to space. Self catering usually minimum 3 nights.

Holiday costs

All prices include VAT where applicable. Standard tariff for all properties.

Hotel

All accommodation prices are quoted per room inclusive of breakfast (or room only if stated).

Apartments, Villas & Cottages

All prices are quoted per unit. Where Porth Veor Villas/Apts have been booked with breakfast in advance, all meals quoted per person.

Group bookings

Groups are most welcome, special prices on request. **NB:** in certain circumstances all-male/female groups may not be accepted, or may be subject to an additional loss/damage deposit. Please check when booking.

Reservations

Simply contact us to check availability and book or you can book online via our website. Early booking is advisable, especially for peak dates or where there are specific requirements. Your booking request is only confirmed once payment is received and you have received an email confirmation direct from Breaks In Cornwall.

Money matters

Deposits

Unless booking a non-refundable tariff such as an Advance Purchase or other special offer that requires full payment at the time of booking, a non-refundable deposit of £220 **per self-catering unit per week or part week** is payable; or a 30% deposit for hotel bookings. Full payment please if booking is made within 8 weeks of arrival.

A full confirmation and account will then be sent confirming our contract with you. Please note in respect of the vast majority of our featured self catering properties, these are privately owned and your contract is with the owner. We act as agents only and are not the principals. Further details can be supplied on request.

Balances

Will be automatically taken on the due date from the credit/debit card used to pay the deposit. Should you wish to make payment from a different card please advise us prior to the balance due date. Balance required 8 weeks prior to arrival. Bookings may be cancelled if payment is not received by the due date and any deposit paid will be forfeit.

Bookings via a 3rd party website

If booked via a 3rd party website, please refer to their confirmation/website in respect of their booking conditions, payment and cancellation terms.

Cancellations

Providing you have booked a deal that allows cancellations, should you have to cancel your holiday the following charges apply:

60 days or more before your arrival date loss of deposit, 59-15 days 50% of your total holiday cost or loss of deposit, whichever is greater, 14 days or less 100%. **Cancellation insurance is always recommended.**

NB: Any special offers must be taken at the time of booking and cannot be added retrospectively.

Amendments

Should you wish to alter your arrangements after we have processed your booking, a minimum £30 per room/property amendment fee will be charged. However, if within the balance due date, higher charges may apply, especially if your arrival date is changed. Any monies paid to your agent is held on behalf of Travelsmith Holidays Ltd.

Payments

All payments will appear on your statement either as Travelsmith Holidays Ltd or Breaks In Cornwall.

Loss, Damage & Breakages – all Properties

Guests may be required to provide a credit/debit card pre-authorisation on arrival that will be released back to the card holder after it expires – subject to deduction for any loss, damage, breakages and/or if the accommodation is left in an unacceptable condition and requires extra cleaning.

Should a pre-authorisation not be provided and/or costs exceed the pre-authorised amount, we reserve the right to seek any additional sum required – either from the

credit/debit card supplied at the time of booking or by an alternative method of payment.

In addition, charges may apply where, through unacceptable behaviour, disruption and severe inconvenience is caused to fellow guests.

NB: please check your property on arrival and if you find any significant damage to any contents/furnishings please advise us at once to avoid charges being incurred on your departure.

Accommodation and meals

No allowance for unused accommodation/ meals not taken due to absence, including late arrival first day or early departure on last day.

Room types (applicable to all accommodation)
Double = 1 large bed. Twin = 2 single beds.
Family Room = double or twin with bunk beds.
Where sofa beds used in self catering in line with max capacities they are always a double bed unless otherwise specified.

Requests

Please note any requests including specific room or property numbers cannot be guaranteed.

Special diets at Porth Veor Manor

Vegetarian and vegan dishes are available daily. However depending on specific dietary requirements there may be a restricted menu. It is important that prior notice is given so that we may assist wherever possible.

NB Allergies: If you or any member of your party have any type of food allergy, it is vitally important that you advise us on arrival at the hotel and also notify the waiting staff at the time of the order.

Check in/Check out

Your accommodation will be ready on arrival day from 3:00pm to 4:00pm – please refer to individual properties. On departure please vacate by 10:00am so that we can service it in good time prior to new arrivals. **NB:** Late departures will be subject to a supplementary charge.

Late arrivals

Hotel: If you are arriving later than 10:00pm our keysafe is located opposite the main entrance on the wall by the cycle rack.

Self Catering: Where reception is not manned there is a keysafe system for collection of keys.



NB: Full details of the applicable code will be sent to you via a pre-arrival email which will be sent two days prior to arrival. If you do not receive this email it is imperative you contact our office on 01637 873274 as you will not be able to access the property without this important information.

Cots and high chairs

These are provided (excluding bedding) free of charge, subject to advance booking only, at all featured properties. **NB:** We are unable to supply stairgates.

Disabled clients

Most welcome and we will be pleased to assist wherever possible. However, please note the majority of our accommodation is entirely unsuitable for those wheelchair-bound or with severe walking difficulties. Please refer to individual property pages for specific information and do not hesitate to seek advice from us when booking. It is vital that you supply full details of any disability when booking and if necessary, confirm in writing **NB:** No lift available in any property unless otherwise stated.

Swimming pools

Please note that they may be subject to closure or restricted use in line with any safety requirements which may be imposed by local authorities at any time, or for any other health or safety reasons. **NB:** It is a condition of use that all guests fully comply with safety instructions.

Porth Veor Manor - Subject to weather conditions our heated outdoor pool is open Apr-Oct and is available to any guests from our other properties. Please advise reception on arrival before use.

Green Acres - Heated indoor pool open all year round.

Laundry facilities

Laundry facilities are at Beachcombers (payable by tokens from reception), Green Acres (coin operated) and Mawgan Porth Apartments. In addition, we offer a full laundry service to all hotel and self catering guests at all our featured properties except Green Acres, Bay Retreat, and White Lodge.

Bed linen and towels

Bed linen, towels and tea towels are provided in all units for internal use only. Beach towels can be obtained from reception at

Beachcombers and pool towels at Porth Veor Manor only.

WiFi

Any free WiFi services at the properties advertised on this website are provided on an 'as is' basis. We do not warrant that the service is fault free or fit for any particular purpose, or that our system is secure. Guests must assume all responsibility and risk for the use of the service. Furthermore, we cannot be held responsible should the service be interrupted, limited or curtailed due to maintenance and repair work, transmission or equipment limitations/failures or due to an emergency.

Parking

All our featured properties have their own private car park and one allocated space per property. With specific reference to Beachcombers and Waves Apartments, where clients are bringing two cars in respect of one apartment, there is a public car park opposite the complex (payable locally). With regard to Mawgan Porth Apartments there is also some off-road parking opposite the complex.

No Smoking

Smoking is not permitted inside any of our properties or communal areas.

Conduct

The Management reserves the right to decline acceptance of any booking and to expel anyone whose conduct is deemed to be detrimental to the applicable property and the comfort of all other guests. In addition, charges may apply where through unacceptable behaviour, disruption or severe inconvenience is caused to fellow guests. We are sure this ruling can only prove beneficial for the vast majority of clients.

Pets

Well behaved dogs are welcome in selected properties where stated subject to compliance with site rules, supplied on arrival. If unsure, please ask when booking.

With the exception of registered guide/service dogs (welcome free of charge) we regret that pets cannot be accepted at Beachcombers, White Lodge, Porth Veor Manor, Porth Sands, Sandpiper Cottages and Waterwitch Cottage. It is also not permitted to leave pets unattended in your holiday property or in our car parks.

NB Pet Allergies: As some of our self catering venues accept dogs, it is vitally important that at the time of booking you advise us if you or any member of your party have a dog hair allergy. Please ensure that if applicable, this information has been detailed by us on your confirmation and if not, please seek such written confirmation.

Website information

All details have been compiled as carefully as possible to ensure accuracy at the time of publication. If any major changes subsequently occur, we will notify you accordingly.

All gradings shown are with Quality in Tourism.

Our liability

We accept full responsibility for ensuring that the accommodation provided is in accordance with the descriptions in this brochure. No liability is accepted for any accidental injury to any guest nor for any loss or damage to their property including vehicles, however caused. We reserve the right to amend or withdraw any amenity or facility due to operational safety reasons. Every effort will be made to restore any such loss of facility with a minimum of delay.

Assistance, problems, complaints

We do our utmost to ensure that all holiday arrangements are at the highest possible standards and are in accordance with what we have contracted to supply. However, if you have a problem during your holiday, please inform the management at once so that every opportunity is given to restore holiday satisfaction. For obvious reasons it is always difficult to resolve any problems on a retrospective basis.

At your service

If you have any queries or require further information please do not hesitate to ask. All our holiday properties are owned and/or managed by Travelsmith Holidays Ltd.

Travelsmith Holidays Ltd is VAT registered – 732 2215 74.



All properties are entirely non-smoking in all internal areas. Full compliance is mandatory.