

General information and booking conditions 2020

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. If your holiday duration cuts across two price bands the applicable rates are combined on a pro rata basis.

HOTEL: All accommodation prices are quoted per room inclusive of breakfast (or room only if stated). *NB* special dinner prices only valid when booked in advance for full holiday duration. Child offers quoted per child when sharing room with two adults.

APARTMENTS, VILLAS & COTTAGES: *Standard tariff* All prices are quoted *per unit*. Where Porth Veor Villas/Apts booked with breakfast/dinner 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 or where applicable you can book online. Early booking is advisable, especially for peak dates or where there are specific requirements.

Money matters

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 £150 *per room/unit* (£75 for single rooms,) *per week or part week*, is payable. Full payment please if booking is made within one calendar month of arrival.

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 required one calendar month prior to arrival. No further reminder will be sent, and bookings may be cancelled if payment is not received by the due date and any deposit paid will be forfeit. Providing you have booked a package that allows cancellations, should you have to cancel your holiday the following charges apply: 28 days or more before your arrival date loss of deposit, 27-15 days 50% of your total holiday cost or loss of deposit, whichever is greater, 14 days or less 100%. **Cancellation insurance is therefore strongly recommended.**

NB: free night 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 £30 per room/property amendment fee will be charged. However, if within 28 days 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. Cheques made payable to Travelsmith Holidays Ltd.

Security Deposit/Pre-Authorisation

Self Catering: Porth Veor Villas & Apartments, Porth Cottage & Studio Annexe, The Beach House – guests will be required to provide a

credit/debit card pre-authorisation on arrival. In respect of all other self-catering properties a £100 security deposit will be added to the total holiday invoice payable at the time of balance. This will be cancelled/fully refunded after departure, subject to any deduction for breakages, loss and/or damage and/or if the unit is left in an unacceptable condition and/or if the property is not vacated by 10am, after which time a late check-out fee will be levied.

Hotel Pre-Authorisation: Porth Veor Manor Hotel – guests may be required to provide a credit/debit card pre-authorisation on arrival. This will be released by your bank, normally within 10 working days from check-in, subject to deduction for food, beverages and extras charged to the room and/or damage and/or if the room is left in an unacceptable condition and/or if the room is not vacated by 10am, after which time a late check-out fee will be levied.

Liability is not limited to the initial £100 security deposit or pre-authorisation and in the event of additional charges/loss/damage in excess of this figure, we would seek further payment from the credit/debit card supplied at the time of booking or require supplementary payment by cheque or credit/debit card.

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 We are happy to accept requests for specific rooms and or apartments/villas/cottages and will do our best but we regret we cannot guarantee such requests.

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 order.

Check in/check out

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

Late arrivals

Check in is up to 9pm (10.30pm for Porth Veor Manor). Should you be arriving later due to a delayed flight or any other travel problem please call Porth Veor Manor, our Cornwall Reservations Centre, on 01637 873274 in advance with your estimated time of arrival. *NB:* Where reception is not manned all day, or is closed, there is also an 'outside

safe' system for collection of keys and important arrival information, details provided with your confirmation and account.

If accommodation is not taken up, without prior notification by 9am on the day immediately after your scheduled arrival day, the Management reserves the right to re-let the accommodation.

Cots and high chairs

Provided (excl. bedding) free of charge, subject to advance booking only, at all our 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 operational, 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, Juliots Well 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, Tregurrian, Waves and pool towels Porth Veor Manor only.

Wi-Fi

Any free Wi-Fi services at the properties advertised in this brochure 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 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. With specific reference to the Beachcombers & Waves there is one guaranteed space for each apartment. Where clients bring two cars for one apartment there is insufficient space in our private car park, but 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.

Dress code at Beaucliffes, Porth Veor Manor

We would respectfully ask that smart casual wear is worn for dinner. Thank you for your co-operation.

Smoking

Not permitted inside any of our properties.

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. 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, charged at £6 per dog per night and 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, Porth Studio Annexe, Pilgrim Cottage and Porth Sands. It is also not permitted to leave pets in your vehicle in our car parks overnight.

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 material changes subsequently occur, we will notify you accordingly.

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 or safety reasons. Every effort will be made to restore any such loss of facility with a minimum of delay. If any advertised facility is withdrawn or unavailable we will notify you in advance where possible.

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.

VAT reg – 732 2215 74.