



Tregenna Castle Resort

Self Catering Terms and Conditions

1. Reservations & Payments

- All terms are per week and for the holiday home, equipped as described, unless otherwise stated.
- To confirm your reservation, a deposit of **25% of the total balance** is required. By paying this deposit, you enter into a contract and accept our booking conditions.
- You are responsible for the full hire terms.
- The balance must be paid to Tregenna Castle no later than **six weeks before the start of your holiday**.
- For bookings made within six weeks of your holiday start date, full payment is normally required at the time of booking.
- Cheques (personal or company) must be presented in good time for clearance. Cheques will not be accepted on departure.

2. Arrival & Departure

- Accommodation will be ready from **4:00pm on arrival**. Guests are welcome to use hotel facilities and car park if arriving early or staying later.
- Check-out time is **10:00am**. Late departures will be charged.
- A late check-out may be arranged in writing (subject to availability) for an additional charge.

3. Age Restrictions

- Bookings from persons under the age of **18 years** cannot be accepted.

4. Special Offers & Notifications

- Guests must notify Tregenna Castle that they wish to take up any special offer at the time of booking.
- Tregenna Castle reserves the right to amend or vary any offer at any time.

- Bed arrangement setups (e.g. zip and lock beds made as double/twin) must be requested at time of booking. Guests must not rearrange beds or furniture themselves.
- Where special conditions apply (e.g. collection of vouchers), failure to comply may result in the offer being revoked.
- **Full payment** for special offers is required at time of booking. No refunds will be given for cancellations.

5. Group Bookings & Behaviour

- Groups of **five or more single-sex parties** can only be accepted with prior permission. A disclaimer must be completed by the organiser.
- Behaviour of guests and visitors must not be excessive, rowdy, offensive, or illegal. Any behaviour causing distress or damage may result in removal from the premises.
- We reserve the right to recover costs for damages or discretionary compensation payments caused by your party.

6. Failure to Comply

- Failure to comply with these booking conditions may result in your party being asked to leave immediately. No refunds will be issued and outstanding balances will remain payable.

7. Cancellations & Liability

- If Tregenna Castle cannot provide accommodation due to circumstances beyond our control, monies already paid will be refunded. No further liability will be accepted.
- Improvements and maintenance take place throughout the year. No compensation will be given if facilities are unavailable, though alternatives will be offered where possible.
- Personal belongings remain the responsibility of guests. Valuable items can be left in the hotel safe.
- We accept no liability for accidents, loss, or damage to property unless caused by our negligence.
- Liability (except for personal injury or death) is limited to the cost of the booking.

8. Smoking & Vaping

- Smoking and vaping are prohibited in all hotel and self-catering accommodation.
- A **£150 cleaning charge** will apply if ignored. Additional charges will apply if alternative accommodation is required for subsequent guests.

9. Care of Property

- Guests are responsible for the furnished accommodation and equipment during hire.
- Any problems or defects must be reported immediately so they can be rectified.

10. Leisure Facilities & Safety

- Use of leisure facilities (including pools, cots, etc.) is at guests' own risk.

- Children under **15 years** must be accompanied by an adult in the Leisure Centre.

11. Car Parking

- Cars are parked at owners' risk.
- Charging of electric vehicles is prohibited. A **£50 penalty** will apply if breached. Nearest charging point: **Asda, Hayle Harbour, South Key, Hayle TR27 4EP.**

12. Pricing & Bookings

- Prices are correct at time of publication but may change without notice (except confirmed bookings).
- We reserve the right to refuse any booking.
- Maximum occupancy for each holiday home is listed online. All occupants (including ages of under 18s) must be declared on the booking form.
- Booking form must be returned at least **six weeks prior** to stay.

13. Feedback

- We welcome guest feedback, both positive and negative.
- Please raise any concerns during your stay by contacting Reception.

Terms and Conditions for Special Offers

In addition to the above terms:

1. Offers apply only to new bookings and cannot be used retrospectively.
2. Places may be limited and once filled, Tregenna Castle has no obligation to extend the offer.
3. Offers cannot be used in conjunction with other promotions.

Holiday Information

- **Pets** (excluding Service Dogs) are not permitted in the hotel, self-catering properties, grounds, or cars. A fine of **£100 per day** will apply if breached. This charge will apply to the responsible visitor, guest or to the property owner if Tregenna Castle Resort is not the letting agent for the property.
- **Reception** is manned 24 hours a day.

- Guests have free use of the Heated Pools, Badminton, Tennis, and Studio Gym. Golf is chargeable. Towels/equipment may incur hire charges. Children under 15 must be accompanied by an adult.
- **Bed linen and towels** are provided. These are not changed during stays of less than one week. For mid-stay cleaning and linen change, a **£35 charge** applies.
- **Travel cots, highchairs, and stairgates** are available to hire (linen/harness not provided).
- **Castle Beauty** treatments are available onsite. Pre-booking is recommended: 01736 795254 ext 3027.