



## Hotel, Cottages and Lodges

### Frequently Asked Questions

Whether you're staying in our hotel rooms, apartments, or one of our cottages or lodges, you'll enjoy the same warm Tregenna welcome and access to all the same resort facilities. Below we've answered some of the most common questions about how our accommodation and services work.

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#### **Do different accommodation types offer different services and amenities?**

No - Tregenna Castle Resort operates as one resort, so all services and amenities available on the resort are available to guest in all accommodation types. The only difference is that our cottages and lodges give you the option to cook for yourself.

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#### **How does check-in work?**

- All guests are welcomed by our security team at the resort entrance.
- We have check in options which include a personal welcome at our main reception, or in some cases we may be able to offer direct access to the room with the use of a key box located by the entrance to the room. Full individual check in options will be provided with your booking confirmation.

## **How do I check out?**

All guests check out at reception, where you can settle any extras (such as food, drinks, or activities) before departure.

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## **Is housekeeping included?**

- Hotel accommodation includes daily housekeeping (if required - you may opt out of a full daily room service).
  - Cottages and Lodges are cleaned before arrival, with additional housekeeping services available on request.
  - Our housekeeping team works across all areas of the resort, ensuring consistent quality.
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## **Who looks after maintenance?**

Our on-site maintenance team services all accommodation. Any issues should be reported via reception and will be handled as quickly as possible.

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## **Is there guest support available?**

Yes. Our guest relations team is available for all queries, and a duty manager is always on hand to assist both hotel and self-catering guests.

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## **Can I charge food and drinks to my accommodation?**

Yes. Both hotel and cottage or lodge guests can charge extras to their accommodation and settle the bill on check-out.

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## **Do Cottage or Lodge guests have access to breakfast or dinner?**

Yes. Although the properties are usually booked on a room-only basis, you can add breakfast and dinner if you wish. Hotel guests are offered the same flexibility, with room-only rates always available.

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**Is room service and takeaway options available?**

Room service and takeaway options are available for all guests upon request.

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**Do all guests get access to the leisure facilities?**

Yes. Our leisure facilities, including the swimming pools and gym, are included in the rate for all staying guests.

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**What entertainment is available for families?**

During school holidays, we run a free children's activity programme. All guests, in all accommodation types, are welcome to join in.