

HOTEL



TERMS AND CONDITIONS

1. The hotel may require payment in full in advance, or on arrival depending on the terms of the booking. Cheques (personal or company) must be presented in good time for clearance, and will not, under any circumstances be accepted on departure.
2. Rooms will not be ready until 3.00pm on arrival. However, guests are welcome to use the hotel facilities and car park if arriving early or staying on later. Rooms can be pre-booked the night before subject to availability at an extra charge to guarantee an early arrival. Check out time is 11.00am and late departures will be charged for.
3. Subject to availability, a late check out may be arranged for an extra charge, near the time of the holiday.
4. Bookings from persons under the age of 18 years cannot be accepted. The minimum age of children allowed in their own room is 14 years.
5. Groups of single sex parties (five people or over) can only be accepted with prior permission from the Management. If agreed, a disclaimer will need to be completed by the organiser. Please ensure you inform us if you are an all male or all female party.
6. Behaviour of guests and their visitors should not be excessive or rowdy, and must not cause annoyance, distress or embarrassment to staff or fellow guests. Offensive or illegal behaviour will not be tolerated. We reserve the right to recover from the person making the booking any discretionary compensation payment, or discount, that we may have to pay to any other guests, as a result of your actions, or a member of your party or visiting friends. This includes damage to the hotel building, fixtures, fittings and flood damage.
7. Failure to comply with any of the booking conditions may result in the party being asked to leave immediately, if in our sole discretion, we (Tregenna) feel the conditions have been infringed. The accounts will be due in full and no refunds will be given in these circumstances.
8. If Tregenna Castle is prevented by circumstances beyond their control from making accommodation available and cannot provide a suitable alternative, they will refund monies already paid by you, but no further liability will be accepted.
9. Improvements, maintenance and changes to the hotel facilities and grounds take place throughout the year. We will always do our best to ensure guests are not inconvenienced. No compensation will be paid if a facility is unavailable, but we will do our best to provide a suitable alternative. During quieter periods only one restaurant may be open in the evenings.
10. Liability: personal belongings are the responsibility of each member of the party, and items of value can be left in the hotel safe. We accept no liability whatsoever for any accident, loss or damage to your property unless such loss is due to our negligence. Any items of slot property are logged and kept at the hotel for a period of up to 6 weeks. We cannot be held responsible for the failure of public services (eg water, gas electricity etc) or for any disturbance that is beyond our control. In all cases, except personal injury or death, our liability to you for the total of all

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- claims arising out of your holiday with us is limited to the cost of the booking.
11. Smoking and vaping is not allowed in any part of the hotel, including all the bedrooms. If this is ignored, a charge of £75 per room will be made. If the next occupant refuses to accept the room, you will be liable for the cost of the alternative accommodation as well.
 12. You are responsible for the fully furnished room and its equipment during the period of hire and are expected to take all reasonable care of it. You are asked to notify us of any problems or defects immediately as they become apparent, to enable us to rectify them.
 13. The use of the Leisure Facilities and amenities such as swimming pools, cots etc is entirely at your own risk. Tregenna Castle will accept no responsibility for loss of damage to your belongings, personal injury or loss of life. Children under the age of 15 are not permitted to use the Leisure Centre unless accompanied by an adult. For health and safety reasons, both our indoor and outdoor pools operate with a **maximum capacity limit**, and access may be restricted at busy times.
 14. Tregenna Castle will accept no responsibility for loss of damage to your belongings, personal injury or loss of life. Children under the age of 15 are not permitted to use the Leisure Centre unless accompanied by an adult.
 15. Dogs are not allowed at Tregenna Castle Resort. Any dog found on the premises without a valid and registered service licence will incur a fine of £100 a day to the guest, visitor or property owner if Tregenna is not the letting agent.
 16. Cars are parked at owners' risk. Charging motor vehicles at Tregenna is prohibited and a £50 penalty will apply.
Nearest charging point - Asda, Hayle Harbour, South Key, Hayle, TR27 4EP
 17. Prices are correct at the time of publication but may change without notice with the exception of confirmed bookings. Confirmed bookings will not alter other than to reflect any changes to tax.
 18. We reserve the right to refuse any booking. Tregenna Castle also reserves the right to amend or vary any offer at any time. Where special conditions must be met by the guest to comply with the offer (e.g. collection of vouchers), if the guest fails to comply (e.g. present vouchers on arrival) Tregenna Castle is entitled to revoke the special offer/deal. Full payment of the special offer will be required at the time of booking - no refund will be made in the event of a cancellation.
 19. In addition to the above terms and conditions, guests booking on a special offer will be bound by the following terms and conditions....
 20. The offer is only applicable to new bookings and cannot be used retrospectively.
 21. There may be a limited number of places available on a special offer and once these have been filled, Tregenna Castle is under no obligation to extend the offer further.
 22. An offer cannot be used in conjunction with any other offer.
 23. Guest must notify Tregenna Castle if they wish to take up the offer at the time of booking.
 24. Tregenna Castle reserves the right to amend or vary any offer at any time.

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25. Where special conditions must be met by the guest to comply with the offer (e.g. collection of vouchers), if the guest fails to comply (e.g. present vouchers on arrival) Tregenna Castle is entitled to revoke the special offer/deal

26. Full payment of the special offer will be required at the time of booking - no refund will be made in the event of a cancellation.

27. Pets (excluding Service Dogs) are not permitted in the Hotel or Self Catering properties, within the grounds of the estate, or left in cars at any time.

28. Tregenna Castle Hotel Reception is manned 24 hours a day

29. Your reservation includes free use of the studio gym, heated indoor swimming Pool, Badminton, Tennis and Squash courts. Please note that from time to time our leisure facilities may not be available to use.

30. The outdoor pool is open May - September We cannot guarantee that all guests will be able to use the outdoor pool during their stay due to maximum capacities. Golf is a chargeable activity. There is a hire charge for towels and some equipment. Children under the age of 15 are not permitted to use the Leisure Centre unless accompanied by an adult.

31. **Book Direct benefits for hotel rooms and hotel apartments;**

*10% off direct bookings applies to Advance Purchase and Flexible Rates only for hotel rooms & hotel apartments. This offer does not apply to special offers, promotional packages, or any discounted stay packages or cottage & lodge stays.

*10% off lunch is valid for food purchased at Olives Bar at Tregenna Castle Resort only. Serving times may vary. Drinks are excluded from this offer.

*Room upgrades are subject to availability at the time of arrival only and cannot be requested or guaranteed in advance. Upgrades are available Sunday to Thursday only.

*10% off golf and Castle Beauty treatments applies to our standard published prices and normal treatment list only. This discount is not valid in conjunction with any special offers, promotions, or discounted packages.

*Late checkout is subject to availability on the day of departure. During peak periods and busy times, this benefit may not be available. Latest check-out time is 12pm.

*Use of our leisure facilities is complimentary, excluding golf. Please note that, for health and safety reasons, both our indoor and outdoor pools operate with a maximum capacity limit, and access may be restricted at busy times.

*All Book Direct benefits may be amended or withdrawn at any time at the sole discretion of Tregenna Castle Resort.