

BEACON

COUNTRY HOUSE HOTEL

TERMS & CONDITIONS

Deposit

When booking accommodation, a deposit of the value of the first nights booking is requested, to be paid by credit or debit card, unless flexible offers, or a non-refundable rate has been selected. Card details are held by the hotel as security. Details of the deposit and cancellation policy are in the booking confirmation email sent to you.

Cancellation

In the event of cancellation being made outside of our free cancellation period or in the event of a no show, we reserve the right to make a cancellation charge equivalent to the first night's stay less the amount of any deposit held, against the credit or debit card.

For non-refundable bookings the full payment of the entire booking is due as a cancellation charge.

We undertake to make every effort to re-let the accommodation and will where possible offset this against the chargeable amount if we are able to re-let the room at the same rate as the original booking (minus any partner fees).

Guests are recommended to take out suitable insurance cover. No reduction is made for departure earlier than booked, or for any meals not taken when booking on dinner, bed and breakfast terms.

Payment of the deposit is considered acceptance of these terms.

Arrival & Departure

Rooms are available from 2:00pm on your day of arrival and the latest check in time with prior agreement is 10pm. We ask guests to vacate by 10:30am on departure day. Once you have checked out, you are welcome to leave your car in the car park for a few hours before you leave the area.

Restaurant

Breakfast is served from 08:00am and dinner from 18:30pm. Our menu always includes a vegetarian option, and other dietary requirements can be catered for. Please advise in advance of your arrival to ensure that the necessary arrangements can be made.

Card Services

We accept Visa and MasterCard but are unable to take Diners, Maestro or American Express cards.

Service Charges

Are not included. Gratuities are entirely at the discretion of our guests.

Damages Policy

Damage to hotel property – We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

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Removal of Hotel Property

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit/debit card, or send an invoice for the amount to the registered address.

Parking

Please note that there is one car parking space per room available within the hotel grounds.

Children

Unfortunately we do not normally accept children under the age of 8 at the hotel due to the lack of children's facilities. However if your child is under 8 please contact us and we might be able to make exceptions. Occasionally we will also run family weekends in our quieter periods to allow our guests with children and grandchildren to see the glorious area we live in!

Dogs

Well behaved dogs, accompanied by responsible pet owners, are very welcome. Your co-operation in following these helpful hints and pet etiquette will ensure the hotel complies with safety, food and hygiene law regarding pets.

Dogs must be kept on their leads in the hotel and hotel grounds. Owners have a duty to ensure that their dog is kept under proper control at all times.

Due to the additional cleaning in the rooms we charge an additional £10 per stay per room.

Pets are not allowed in the public areas - lounge, bar and restaurant.

Please ensure that dogs do not climb on to furniture or hotel beds, if we find the dogs have been on the furniture we reserve the right to charge for the cost of, for example, changing the bed linen or deep cleaning the soft furnishings.

If you find you have brought insufficient bedding or towels for you dog, please ask at reception. We have a supply of old towels that would be perfect for these wet / rainy days to dry your dog on entering the building. The towels in the Hotel bathrooms are for use by human-beings only!

Please clean up after your pet inside the room and out; a doggy bin is situated outside – on the left as you walk up from the car park. If you need plastic bags or cleaning materials we would be happy to provide these.

If your dog has a tendency to be unsettled and make a noise when left unaccompanied whilst you have your breakfast or dinner, then please consider leaving the dog in your car during this period.

Please take your pet with you when you go out. Housekeeping and maintenance staff may need access to the rooms

There are plenty of goods walks from our front door. Feel free to use the grounds to the front of the hotel. A footpath leaves directly to "the Beacon" and on towards the coastal paths or St. Agnes. Please ask at reception for suggested routes / map.

If something is damaged by your pet, please notify the hotel management. It is advisable to have an appropriate insurance policy in the eventuality that your dog should nip a passing ankle or chew furniture.