



## Promotional Offers and Discounted Hotel & Cottage Stays Terms & Conditions

1. Full payment is required to secure a booking made using a promotional or discounted offer. By paying the full amount, you are entering into a contract and accepting our booking Terms and Conditions. The same applies when you provide your credit or debit card information.
2. **An upgrade fee of £25 per night will be charged to book a specific cottage. Specific cottage requests are subject to availability and the upgrade fee will be refunded if the requested bedroom or cottage is not allocated.**
3. Bookings made using a promotional or discounted offer are non-refundable and non-transferable. Holiday insurance is strongly recommended. For groups reserving more than six rooms, conferences, events, weddings, Christmas and the new year, the cancellation terms vary, so please ask for a copy.
4. Photo ID (either a driving license or passport) must be presented on arrival to protect all parties against fraudulent use of credit and debit cards. The credit or debit card used to pay the deposit must also be presented on arrival for pre-authorisation of the total account, including an estimate for incidentals such as meals and drinks etc. During your stay we may ask you to settle your extras account up to date and pre-authorise an estimated amount for the remainder of your time with us. Your bank account can take up to 10 working days to release the unspent pre-authorised amount for extras, and unfortunately, we have no control over this. Any outstanding charges will be debited on departure. Overdue accounts will be charged interest at 8% over base rate.
5. Hotel rooms may not be ready until 2.30pm on arrival. Our cottages may also be available from 4:00pm. However, guests are welcome to use the hotel facilities and car park if arriving early.
6. Hotel rooms & Cottages can be pre-booked the night before at an extra charge to guarantee an early arrival. Check out time is 11am for the hotel and 10 am for the cottages and late departures will be charged for. However, by written agreement, and subject to availability, a late check out may be arranged at an extra charge, nearer the time of the holiday.
7. For guests booking a meal that is not included in the terms, a “no show” charge of £10 per person will be made if you fail to cancel the reservation in good time to allow us to re-let the table.



## Promotional Offers and Discounted Hotel & Cottage Stays Terms & Conditions

8. Behaviour of guests and their visitors should not be rude, excessive, or rowdy, and must not cause annoyance, distress or embarrassment to staff or fellow guests. Threatening, offensive or illegal behaviour will not be tolerated. We reserve the right to recover from the person making the booking, or the party, any discretionary compensation payment or discount we may have to give other guests. This includes damage to the resort buildings, fixtures, fittings, and flood damage.
9. Failure to comply with any of the booking conditions, whilst making the reservation, or anywhere on site, may result in the booking being cancelled or the party being asked to leave immediately if, at our sole discretion, we feel the conditions have been infringed. The account will be due in full, and no refunds will be given in these circumstances.
10. Smoking is not allowed in any part of the resort, including the bedrooms or cottages. If this ban is ignored, a deep cleaning charge from £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.
11. Improvements, maintenance and changes to the resort's facilities and grounds take place throughout the year and we will always do our best to ensure that guests are not inconvenienced. No compensation will be paid if a facility is not available, but we will do our best to provide a suitable alternative. During quieter periods, or when an event is taking place, only one restaurant may be available.
12. Personal belongings are the responsibility of each member of the party, but items of value can be left in the hotel safe at Reception. We accept no liability whatsoever for any accident, loss, or damage to property, unless such loss is demonstrably due to our negligence and liability is limited under the terms of the Hotel Proprietors Act 1956.
13. Some of our hotel bedrooms and cottages are dog-friendly, and house-trained dogs with responsible owners, are charged at £33 per dog per night, and are limited to two per room. Regrettably, guests do from time to time try to sneak dogs into the resort to avoid paying this charge. In such instances, double the normal charges will apply and will be due immediately, and this will apply to also to any extra dogs that appear over and above the one or two already expected. We reserve the right to cancel the booking and full payment will be due; no refund will be given unless the room(s) are relet.
14. Please bring your own beach towels unless you are flying to Cornwall, in which case we will be delighted to provide them.



## **Promotional Offers and Discounted Hotel & Cottage Stays Terms & Conditions**

15. The Spa pool within the hotel is a tranquil haven for adults only; children have the wonderful new AquaClub to enjoy.
16. We cannot be held responsible for the failure of public services (e.g. water, gas, electricity etc.), or any disturbance that is beyond our control. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your holiday with us is limited to the cost of the booking.
17. Special offers cannot be used in conjunction with one another and are always subject to availability and may be withdrawn without notice at any time. If the conditions are not fully met, then the standard tariff will apply.
18. Prices are correct at the time of publication but may change without notice, with the exception of confirmed bookings. These will not alter anything other than to reflect any changes in tax. Online published Terms and Conditions supersede any printed collateral. E&OE.
19. We reserve the right to refuse any booking.
20. Our hotel car park is monitored by Automatic Number Plate Recognition (ANPR) cameras operated by the third-party provider, National Parking Control (NPC). The system is used for parking management, and all data collected is processed by NPC in accordance with their own privacy policy. The hotel does not control or manage parking enforcement, fines, or data handling. It is the responsibility of the driver of any vehicle entering our site to register their vehicle at reception to ensure they are not issued with a fine. We do not accept liability for any incorrect fine issued by NPC. Vehicles are parked at the owner's risk.
21. For Hotel & Cottage bookings linked to wedding packages please refer to the Headland Wedding Terms & Conditions.