



## Cottage Accommodation Terms & Conditions

1. A deposit of one third of the total cost is required to confirm a reservation and, by paying this, you are entering into a contract and accepting our booking Terms and Conditions. The person making the booking must be over 21 years of age and have the authority and responsibility to accept all the conditions on behalf of all party members.
2. Payment of the balance of the total cost of the holiday is due three calendar months before the date of the commencement of the holiday, or in full at the time of making the reservation if within three months of the holiday. The balance will be taken from the credit or debit card supplied; no reminder will be sent. Failure to comply will result in the cancellation of the holiday and forfeiture of the deposit and payment of full cancellation charges if the cottage is not re-let. Any outstanding charges will be debited on departure.
3. 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 for the cottage must also be presented on arrival for a £50 per day pre-authorisation of such incidentals as drinks, meals etc. Additionally, an inventory deposit of £250 is required and this will be held against damage, losses, and excessive final cleaning. Your liability is not limited to £250. 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. Overdue accounts will be charged interest at 8% over base rate.
4. The cottage will be ready after 4pm; guests who arrive earlier will have access to the hotel's grounds and facilities. Cottages can be booked the night before at an extra charge to guarantee an early check in. On departure day, the cottage must be vacated by 10am. However, by written agreement and subject to availability, a late check out may be arranged close to the arrival date, at an extra charge.
5. We are more than happy to help with your shopping and can arrange for a box of fresh produce from the award-winning local farm shop - Trevilley - to be delivered directly to your door. Please call Trevilley on 01637 872 310 or visit their website <https://www.trevilleyfarm.com/> for further details.
6. There will be a daily light clean of all the bedrooms and bathrooms if left in a reasonably tidy state. There is a coin operated laundry facility in the hotel plus a full laundry service.
7. Cottages should be left in a tidy condition at the end of your stay ready to be cleaned, with the dishwasher filled and set running. Cottages left in a poor state will incur an extra cleaning charge, from £75 per room.



## Cottage Accommodation Terms & Conditions (cont.)

8. For cancellations received more than three calendar months prior to arrival, there will be no liability and the deposit will be returned less an administration fee, from £35 per cottage. For cancellations received within three calendar months prior to arrival, we reserve the right to charge the full cost if the accommodation is not fully re-let. Holiday insurance is therefore strongly recommended. If the accommodation is fully re-let, the deposit/pre-payment will be returned, less the first night's cost which will be deemed the cancellation charge. Alternatively, if the accommodation is fully re-let, the full deposit/pre-payment can be transferred to a reservation within the following 12 months. Cancellations must be received in writing, using the same email address used to make the reservation.

Reservations made through third parties are subject to terms and conditions outlined in their contract with you; any changes must be made with them, and not direct with the hotel. A change of date or shortening the reservation within two calendar months prior to arrival will be deemed a cancellation.

All promotional rates that are pre-paid in advance are non-transferable and non-refundable. Holiday insurance is therefore strongly recommended.

For guests booking a meal in any of our restaurants, 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.

9. Several cottages have space for an extra pull-out bed (apartments don't) and the cost for an extra guest is £50 per night. Extra guests must be agreed in writing prior to arrival and the hotel reserves the right to charge double the normal fee for any unauthorised overnight guests. Unless agreed in writing, the number of persons in a three-bedroom cottage shall not exceed six; in a two-bedroom cottage shall not exceed four; and in a one-bedroom apartment shall not exceed two.

Arriving with an unexpected extra guest or guests will place you in breach of contract and we reserve the right to cancel your booking and there would be no refund. Alternatively, there will be a doubling of the charges, payable immediately, or if a larger cottage is available you will be moved to that and the increased applicable price for that cottage will be due immediately, along with any extra cleaning charges resulting from the move.



## Cottage Accommodation Terms & Conditions (cont.)

10. Reasonable access to the properties by representatives of the hotel must be allowed at all times.
11. 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, any discretionary compensation payment that we must give other guests. This includes damage to the cottages, the hotel building, fixtures, fittings, and flood damage.
12. 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.
13. 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. We cannot be held responsible for 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.
14. Improvements, maintenance and changes to the hotel's facilities and grounds take place throughout the year. 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.
15. Smoking is not allowed in any part of the hotel and 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 cottage, you will be liable for the cost of the alternative accommodation as well.
16. Our 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 cottage. Regrettably, guests do from time to time try to sneak dogs into the cottages to avoid paying this charge. In such instances, double the normal charges will apply and will be due immediately. This will apply to any extra dogs that appear over and above the one or two already expected; Arriving with more than two dogs will place you in a breach of contract and we reserve the right to cancel your booking and there would be no refund.



## Cottage Accommodation Terms & Conditions (cont.)

17. The hotel and cottages are situated right beside the sea and both children and dogs must be supervised at all times. The decks and gardens are not fenced.
18. 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. We will be happy to assist you with your luggage from the nearby car park.
19. Please bring your own beach towels unless you are flying to Cornwall, in which case we will be delighted to provide them.
20. The Spa pool within the hotel is a tranquil haven for adults only; children have the wonderful new AquaClub to enjoy.
21. The three Aqua Cottages (Fistral 3, 4 and 5) have private hot tubs and will be available for use on the day of arrival (4pm) but are not available for use on the morning of departure (10am). Additionally, they will automatically time out at 9pm in the evening to ensure that neighbouring cottage residents are not disturbed.
22. For Hotel & Cottage bookings linked to wedding packages, please refer to the Headland Wedding Terms & Conditions.
23. Please note that staying in a cottage over Christmas and New Year does not automatically entitle you to a table for lunch or dinner on any given day. We strongly suggest that all lunch and dinner reservations over the Christmas period should be pre-booked to avoid disappointment. The hotel is not accessible after 6.30pm on New Year's Eve unless you have booked a table for the black-tie party.
24. 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.
25. Prices are correct at the time of publication but may change without notice, with the exception of confirmed bookings. These will not alter other than to reflect any changes in tax. Online published Terms and



Conditions supersede any printed collateral. E&OE.

26. We reserve the right to refuse any booking.

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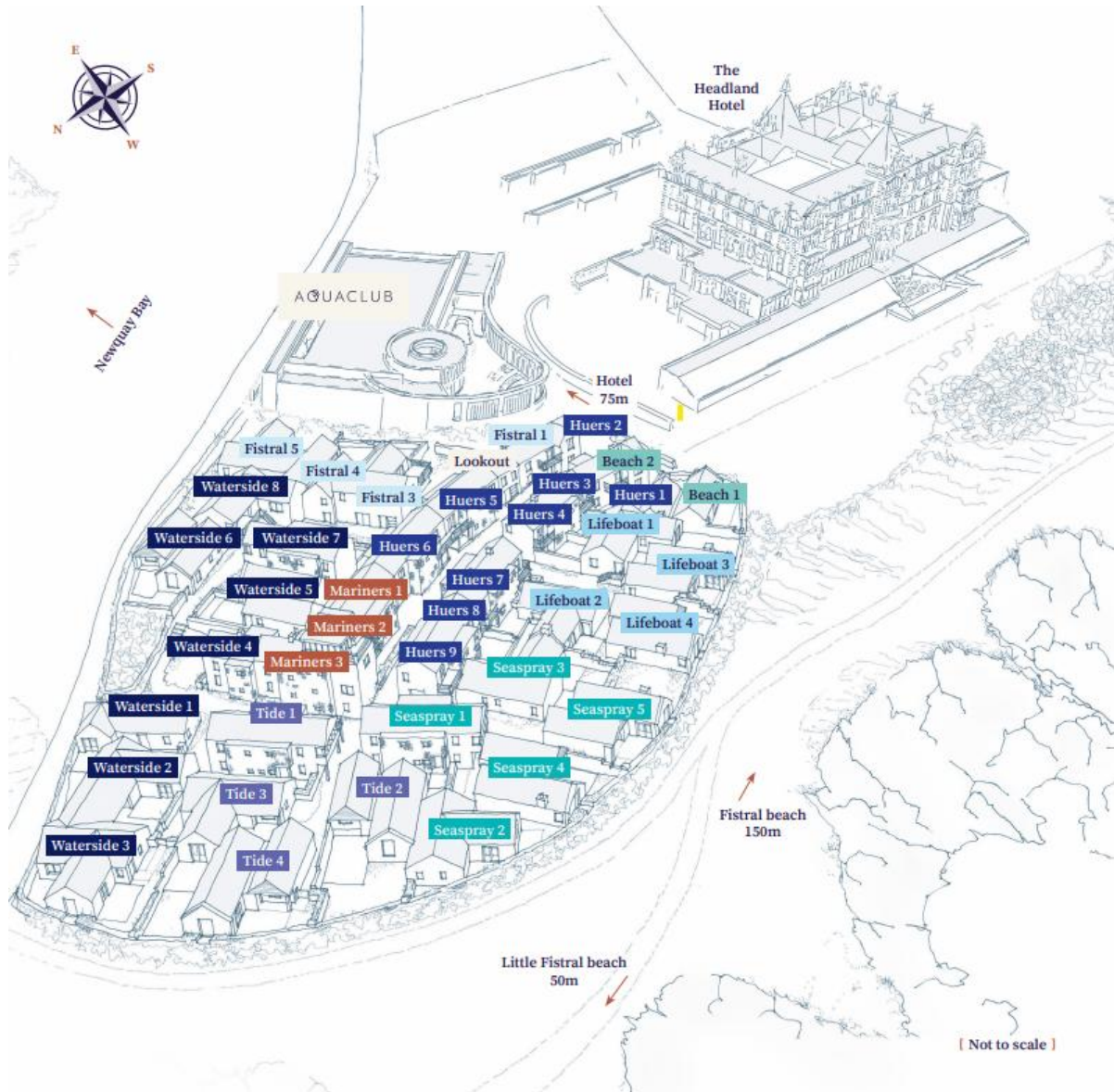
1897

# THE HEADLAND



## Cottage Accommodation Terms & Conditions

### Cottage Accommodation Map



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# THE HEADLAND



## Cottage Accommodation Terms & Conditions

### Cottage Accommodation Details

Cottage Name	Ref no	No. of bedrooms	No. of guests	Cottage View	Master bed sea view	Balcony / Deck View	Outdoor space / facilities	No. of stories	Area Sq. m.
Beach 1	521	2	4 E	Front row sea view	✓	Sea View	D D A G	1	72
Beach 2	522	1	2 C	Sheltered sea view	✓	Sea View	B	1 (2nd)	51
Fistral 1	531	1	2 C	Rooftop sea glances		Rooftop sea glance	B	1 (2nd)	51
Fistral 3	533	2	4	AquaClub		AquaClub	D G A H	1	67
Fistral 4	534	2	4	AquaClub		AquaClub	D G A S H	1	72
Fistral 5	535	2	4	AquaClub		AquaClub	D G (large) A H	1	67
Huers 1	541	1	2 C	Rooftop sea glances		Rooftop sea glance	D G A	1	51
Huers 2	542	1	2 C	Village view		Rooftop sea glance	D A	1	51
Huers 3	543	1	2 C	Village view		Rooftop sea glance	B G	2	55
Huers 4	544	1	2 C	Rooftop sea glances		Rooftop sea glance	B G	2	55
Huers 5	545	3	6 E	Sheltered sea view		Sheltered sea view	B G (large) S	2	108
Huers 6	546	3	6 E C	Sheltered sea view		Sheltered sea view	B G S	2	108
Huers 7	547	1	2 C	Rooftop sea glances	✓	Rooftop sea glance	B G	2	55
Huers 8	548	1	2 C	Rooftop sea glances		Rooftop sea glance	B G (small)	2	55
Huers 9	549	3	6 E C	Rooftop sea glances	✓	Sea View	B (small) G (small) S	2	100
Lifeboat 1	551	2	4	Sheltered sea view		Sea view	D G	1	68
Lifeboat 2	552	2	4	Sheltered sea view		Sheltered sea view	D G	1	67
Lifeboat 3	553	2	4 C	Front row sea view	✓	Sea View	D G	1	72
Lifeboat 4	554	2	4 C	Front row sea view	✓	Sea View	D G A	1	72
Mariners 1	561	3	6 E C	Village view		Village view	B G S	2	108
Mariners 2	562	2	4 C	Sea View	✓	Sea View	B B S S	4	92
Mariners 3	563	1	2	Village view		Sea glimpse	B	2	55
Seaspray 1	571	3	6 E C	Front row sea view	✓	Sea glimpse	B S	2	107
Seaspray 2	572	2	4	Front row sea view	✓	Sea view	D G A	1	67
Seaspray 3	573	2	4	Sheltered sea view		Sheltered sea view	D G A	1	67
Seaspray 4	574	2	4 C	Front row sea view	✓	Sea view	D G A	1	72
Seaspray 5	575	2	4	Front row sea view	✓	Sea view	D G A	1	72
Tide 1	581	3	6 E C	Sheltered sea view	Sea glimpse	Village view	B S	2	107
Tide 2	582	2	4	Front row sea view	✓	Sea view	D (large) G (large) A S	1	72
Tide 3	583	2	4	Sheltered sea view		Sheltered sea view	D G A	1	68
Tide 4	584	2	4 C	Front row sea view	✓	Sea view	D G A S	1	72
Waterside 1	591	1	2 C	Village view		Village view	D G	1	51
Waterside 2	592	2	4	Village view	✓	Village view	D	1	68
Waterside 3	593	2	4	Front row sea view	✓	Sea view	D G A	1	67
Waterside 4	594	1	2	Rooftop sea glances		Rooftop sea glance	B D G (large)	2	55
Waterside 5	595	2	4 C	Village view	Coastal glimpse	Sea glimpse	D A S	1	72
Waterside 6	596	2	4 C	Village view		Village view	D G A S	1	72
Waterside 7	597	3	6 E E	Village view		Village view	B (small) G (large) S	2	107
Waterside 8	598	2	4 E	Village view		Sea glimpse	D	1	68