



## Hotel Accommodation Terms & Conditions

1. A deposit equal to the total cost of the first night's accommodation and additional charges is required to confirm the booking and by paying this, 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. The hotel may require payment in full in advance, or on arrival.
2. 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-authorized 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.
3. Rooms may not be ready until 3:00pm on arrival. However, guests are welcome to use the hotel facilities and car park from 12:00 if arriving early.
4. Rooms can be pre-booked the night before at an extra charge to guarantee an early arrival. Check out time is 11am 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.
5. For cancellations received more than 14 days prior to arrival, there will be no liability and the deposit will be returned less an administration fee, from £35 per room. For cancellations received less than 14 days prior to arrival, the deposit will be retained, and we reserve the right to charge the full cost if the accommodation is not fully re-sold. Holiday insurance is therefore strongly recommended. 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 14 days prior to arrival will be deemed a cancellation. There is no allowance for meals missed for the period of the reservation. 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. All promotional rates that are pre-paid in advance are non-transferable and non-refundable. Holiday insurance is therefore strongly recommended.



## Hotel Accommodation Terms & Conditions (cont.)

6. 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.
7. 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 hotel building, fixtures, fittings, and flood damage.
8. 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.
9. Smoking is not allowed in any part of the hotel, including the bedrooms. 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.
10. Improvements, maintenance and changes to the hotel'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.
11. 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.
12. Some of our hotel rooms are dog-friendly, and house-trained dogs with responsible owners, are charged at £33 per dog per night with effect from 29<sup>th</sup> March 2023, and are limited to two per room. Regrettably, guests do from time to time try to sneak dogs into the hotel 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. 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. We reserve the right to



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cancel the booking and full payment will be due; no refund will be given unless the room(s) are re-let.

13. Please bring your own beach towels unless you are flying to Cornwall, in which case we will be delighted to provide them.
14. 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.
15. For Hotel & Cottage bookings linked to wedding packages please refer to the Headland Wedding Terms & Conditions.
16. The Spa pool within the hotel is a tranquil haven for adults only; children have the wonderful new AquaClub to enjoy.
17. 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.
18. 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.
19. 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.
20. We reserve the right to refuse any booking.