



Hotel Accommodation Terms & Conditions

Covid-19

As we are managing a public health issue, we expect the full support of all our stakeholders: our guests, our team and our business partners. It is important that guests do not travel to the hotel if they feel unwell and have tested positive. If any member of the party displays symptoms during the stay, then the party must return home immediately. There will be no allowance on the terms unless the accommodation is fully re-let. We strongly recommend holiday insurance.

Covid-19 information restrictions are subject to change without notice according to government guidelines and operational necessities. We will make ongoing changes essential for your safety and for the long term interests of the business. Please familiarise yourself with the latest announcements on the government website.

If the government dictates another closure, we will revert to the more relaxed cancellation terms we offered since March 2020 with a full refund, or a transfer of the deposit to another reservation. If the new booking is at a lower rate, then this will apply; however, if the new reservation is at a higher price, the difference will have to be paid.

It is your responsibility to check the latest government rules at the time of booking to see how they will impact your break. Bookings made that do not comply with regulations are non-refundable, so please check the prevailing guidelines before making a reservation.

1. A deposit equal to the total cost of the first night's accommodation 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. The credit or debit card used to pay the deposit must be presented on arrival for pre-authorisation of the total account, including an estimate for incidentals such as meals and drinks etc. Debit cards do not have this facility and therefore the card will be charged on arrival; any outstanding charges will be debited on departure.
3. Rooms may not be ready until 2:30pm on arrival. However, guests are welcome to use the hotel facilities and car park 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.



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5. Cancellations must be received in writing. If 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 before arrival, the deposit will only be returned (minus the administration fee) if the accommodation is fully re-let. 80% to 100% will be charged depending on the terms booked and the length of notice given. A change of date or shortening of a reservation will be deemed a cancellation. Holiday insurance is therefore strongly recommended. Small changes to minor details of a confirmed reservation will incur an administration charge of not less than £10 per booking. For conferences, events and groups booking more than nine rooms, individual Terms and Conditions will apply. Christmas and New Year cancellation terms are different, please ask for a copy. For guests booking a non-inclusive meal, a 'no show' charge of £10 per person will be made if you fail to cancel the reservation.
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. 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 pay other guests. This includes damage to the hotel building, fixtures, fittings and flood damage.
7. Failure to comply with any of the booking conditions, 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.
8. 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.
9. 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.
10. 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.



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11. Some of our hotel rooms are dog-friendly, and house trained dogs with responsible owners, are charged at £28 per dog per night with effect from 1st December 2021, 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.
12. Please bring your own beach towels unless you are flying to Cornwall, in which case we can provide them.
13. Vehicles are parked the owners' risk.
14. For Hotel & Cottage bookings linked to wedding packages please refer to the Headland Wedding Terms & Conditions.
15. The Spa pool within the hotel is a tranquil haven for adults only; children have the wonderful new Aqua Club to enjoy.
16. 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.
17. 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.
18. We reserve the right to refuse any booking.