



TRIMSTONE MANOR

COUNTRY HOUSE HOTEL & COTTAGES

SELF CATERING TERMS & CONDITIONS OF BOOKING

We trust you enjoy a very happy and comfortable time with us and that you will find your accommodation clean and in good order. Our best endorsement will be your desire to return or to recommend us to others and we should be very happy to help you in this respect!

Terms of Business:

All terms are at the Owner's discretion.

- Visitors undertake to leave the accommodation in a tidy condition, as found.
- Visitors are responsible for any missing items, breakages or damage and must inform us before departure.
- The Hotel is entitled to compensation for any damage or missing items discovered after guests have departed.
- Visitors must refrain from smoking inside, this includes all apartments/cottages and all the Hotel's shared facilities. If abused, additional charges may need to apply for extra cleaning and air freshening. Cigarette ends must be disposed of safely please in your rubbish.
- All reservations are held for seven days pending receipt of the deposit (or debit/credit card instruction).
- In the event of cancellation, deposits are non-refundable. The full cost of the accommodation reserved must be paid six weeks before the arrival day. Refunds cannot arise unless subsequently we are able to re-let your accommodation at the full rate. As relevant, acceptance of these terms authorises such debit from any credit or debit card used for the reservation.
- Should a premium charge card (e.g. Amex/Company cards) be used or a refund arise to your card from cancellation by your choice then the card processor's charges can be debited from you.
- Visitors are responsible for their own cancellation insurance and if a concern, you should make provision.
- We cannot be held responsible for loss or damage to any belongings or for injury sustained by any guest.
- If dinner reservations have been made in our Tyme Restaurant securing preferential advance terms, then a £10 per person per night cancellation charge applies.
- External telephone lines are available by dialling '9'. The cost is £1 per minute nationally, £2 to ordinary premium and overseas' numbers and at cost for any others.
- **Pets by arrangement:** surcharge applies. Pets must not be left unattended and are not allowed on the furniture. Please clear-up after your pets.
- **We provide all bed linen. Please note we do not provide towels.**

Size and Party: Please list all party members and their ages if under 18. This is necessary for health, safety and insurance!

If, for reasons beyond our control, we cannot make accommodation available (such as fire, etc.) then any payment made will be refunded. We shall try to make other arrangements for you. However, no further liability is accepted. Should you have any health or other special conditions which may affect the enjoyment of your holiday then these should be made clear at the reservation stage, in writing to enable us to be fully aware.

Please note that unlike many places, we don't charge for the facilities including Wifi, indoor heated pool (in season only each year between Easter and the end of English October Half Term), Games Room, Tennis Court, Pool Table, Table Tennis and Gym. Our Sauna and the Table Football are coin-operated.

Arrival/Departure Times: Your accommodation is available for check-in from 3pm – 5pm. Please advise us of your expected arrival time; special arrangements including late check-in are possible at no extra cost with prior notice. On your departure day, please leave your accommodation before 10:30am and return your key to Reception.

Whilst we trust that everything will be to your satisfaction, but if you are not happy about either the service you receive or your accommodation, you must let us know as soon as possible. We shall try to rectify any unacceptable situation. If you have any observations about how we may be able to improve the accommodation and to make subsequent stays more enjoyable, please do raise these before us. If you would like us to send a brochure to a friend or family member, please pass their details to us. Thank you.

All that otherwise remains is to wish you a very happy stay in North Devon!

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Trimstone, Nr Woolacombe, Ilfracombe, North Devon, EX34 8NR
01271 862841 ~ info@trimstone.co.uk ~ www.trimstone.co.uk