



Terms and Conditions of Reservations (w.e.f 1st January 2016)

St Michael's B&B terms and conditions are as follows:

Prices are shown per double room, per night and are inclusive of breakfast for two persons, parking for one car and wi-fi. The single occupancy rate applicable to all rooms is a £10 reduction on the standard double room price.

A minimum of 3 nights stay is strictly applied at bank holidays and a minimum of 2 nights at weekends, particularly in June, July, August and September. Single night bookings are subject to availability and will be accepted entirely at the owners discretion. Where circumstances exist to accept one night bookings a £5 per person surcharge may apply.

Bookings for large groups or parties, whether same sex or otherwise, may be accepted at the owners discretion. We do not accept hen or stag parties.

We do not operate an on-line booking system. E-mail and telephone enquiries about availability are welcome and we will endeavour to respond within 24 hours. Please do not call by telephone after 8.00pm or before 10.00am.

Bookings and Payment of Deposits.

Reservations cannot be guaranteed without pre-payment of an agreed deposit. Deposits will be charged at the cost of the first night's accommodation for each room booked, with the full balance being payable on arrival please. *(See cancellation policy and insurance information below)*

For stays of one night only, full payment is required at the time of booking.

We can accept payment of deposits by Credit or Debit Card. We do not accept cheques or bank transfer.

Payment of deposits by Credit or Debit Card can be made securely over the telephone or (less securely) by e-mail. Credit Card transaction will not attract a customer surcharge. Please note that we are unable to accept American Express.

In addition to Credit & Debit cards, we also accept cash payments of balances due in Sterling and Euros (notes only). Foreign currency exchange rates used will be the currency exchange rate valid on the day of payment according to Elavon Merchant Services. Any change due will be provided in Sterling.

Cancellation, Curtailment and Amendment Policy.

By confirming your reservation by paying a deposit, you accept the cancellation terms and conditions as below, and our agreement becomes a legal binding contract.

In the event of your cancellation/amendment/curtailment every attempt will be made to re-let your room. However in line with industry standards where a room is not re-let we operate the following policy:

When cancellation or alteration occurs 21 or more days before your stay, we will refund your whole deposit minus £20 deducted for admin & card transaction costs.

When cancellation or alteration occurs less than 21 days before your stay and we **have** been able to re-let your room for the whole period of your reservation, we will refund your whole deposit minus £20 deducted for admin costs.

When cancellation or alteration occurs less than 21 days before your stay and we **have not** been able to re-let your room, full payment of your deposit and the full price for the whole duration of your reservation will be due, and will be charged to your card.

Please Note: No exceptions will be made to the above terms and conditions. We realise that no reason for cancellation is ever a nice one and can often arise because of devastating personal circumstance. Therefore please take away any worry about the costly problem of cancelling your reservation by taking out Travel Insurance, however unlikely you think your cancellation may be. Travel Insurance will cover you for your deposit and the cost of the holiday. Please ensure you are properly insured - as you would for any other type of holiday. Travel insurance for UK based holidays can be arranged for less than £10.00 per couple per week (with no excess).

For a variety of competitive UK holiday insurance quotes check out www.comparethemarket.com or www.gocompare.com

Check in and Check out Times.

Arrival time is between **5.00pm and 6.00pm**. If you are likely to be significantly earlier or later than this please let us know in advance, because we cannot guarantee we will be available to receive you outside of these times.

Check out from your room is by **10.00am** on the day of your departure. If you require a later check out please ask us first to confirm it is convenient. Unarranged late checkouts will incur a charge of £25 per hour or part of an hour, which will be charged to your card.

Breakfast

Please advise us of any dietary or other special requirements prior to your arrival. Cooked breakfast is served between 8.30am and 9.30am daily. If you request an earlier breakfast because of an early departure, this will be available in the dining room fridge. In the unlikely event of breakfasts not being available at the B&B (due perhaps to emergency or illness etc.) a £10 reduction per person will be made. Breakfast is available at other hotels and cafes in Marazion if the need arose.

Take away food

Guests are requested not to bring take away food, fish and chips, pizza's etc. into their bedrooms. Spillages on bedding results in difficult stains and dry cleaning bills which may be added to guest bills. Please use our dining room to eat any take away food. Thank you for respecting this.

Non-availability of Accommodation

Although we aim to ensure you will be accommodated in the room of your choice, specific rooms are not guaranteed and where circumstances dictate may be occasionally changed for a similar room of the same or higher quality and value.

In the event that your accommodation becomes unavailable for reasons beyond our control, so that we were obliged to cancel your reservation, we would attempt to offer and arrange alternative accommodation of a similar or higher standard. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for your stay at St Michaels B&B. Our liability would not extend beyond this refund.

Damages and Breakages

Please take care with our accommodation and property. You are responsible and liable for any breakages or damage which you cause to the accommodation or its contents. Please report these as soon as they occur, especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. We do not normally charge for minor breakages, but we reserve the right to make a charge to the guest's credit / debit card, or we may send you an invoice, for repair or making good if the damage or breakage is significant. In the case of non-repairable damage, missing or soiled items we apply a new for old replacement cost policy. We may make an additional charge of £100 if you did not report this at the time of your stay.

Safety and Security

Guests must follow instructions with regards to safety of themselves and others at all times. Guests are expected to make themselves aware of fire evacuation procedures displayed in your room and in the information folders, and not undertake any activity that may cause risk of fire or injury to self, others or property.

Guests must ensure when leaving the property that the front door is closed properly behind them, take precautions to secure their property and ensure fire escape routes stay unobstructed at all times. Please also ensure that any keys issued to you stay in your possession until the time of your departure when they must be handed back to the owners/staff.

Please note we do not take any responsibility for the security of your vehicle or valuables.

Under the Hotel Proprietors Act 1956, a hotel proprietor may in certain circumstances be liable to make good any loss of or damage to a guest's property even though it was not due to any fault of the proprietor or staff of the hotel.

This liability however—

- extends only to the property of guests who have engaged sleeping accommodation at the hotel;
- is limited to £50 for any one article and a total of £100 in the case of any one guest, except in the case of property which has been deposited, or offered for deposit, for safe custody;
- does not cover motor-cars or other vehicles of any kind or any property left in them, or live animals.

Lost Property

Should any guest lose any belongings during their stay or incur damage to their property, the provision of the Hotel Proprietors Act 1956 may apply. If we find any lost property, we will make every reasonable effort to contact the owner, but if we cannot locate the owner or an item is not reclaimed within 1 month of the guest's departure it will be disposed of.

We ask guests to contact us as soon as they suspect they have left an item behind.

If a guest requires an item of lost property to be returned to them by post, then normal postal charges, plus a minimum charge of £5 will apply and must be paid by the guest in advance of posting.

Children Policy

We regret that we are unable to accommodate children under 12 years old. Guests are advised that St Michael's is also our family home and that from time to time there may be children under 12 years old on our premises; however in all cases they will be members of our family or children of close family friends.

Pets Policy

We regret that we are unable to accommodate dogs or pets of any other description at any time to ensure our premises are always suited to people with pet related allergies. Registered guide dogs are welcome.

Discrimination

It is the policy of St Michael's Bed and Breakfast not to discriminate on the grounds of race, ethnicity, gender, age, religion, marital status, disability or sexual orientation. Guests and all staff or sub-contractors engaged by or on behalf of the Bed and Breakfast are expected to adhere to this policy and the Bed and Breakfast owners may, without incurring any liability, remove from the Bed and Breakfast any person or persons offending against this policy.

Guest Behaviour

Guests are requested to keep noise levels and behaviour to an acceptable level for the sake of others staying at our B&B. The Bed and Breakfast owners reserve the right to judge acceptable levels of noise or behaviour of Guests, who upon request must curtail their behaviour to an acceptable standard. In the event of failure to comply with management requests, the owners may terminate the booking immediately and request the offending guests to leave without being liable for any refund or compensation.

Access Statement

Our disability access statement can be found on the 'tariff & booking' page of our website, or can be sent to you by mail on request.

Car Parking

Our car park is available at the rear of the B&B for the private use of guests. One car is permitted per room occupied. Car parking spaces are not allocated to specific rooms. Please park between the white lines. Guests park their vehicle entirely at their own risk. Drivers are advised that the car park is accessed by a narrow lane which requires care when manoeuvring and is not suited to vehicles other than cars and medium sized 4x4 vehicles. Some of the car park is on an incline and parking spaces may seem quite narrow for larger vehicles. Alternative pay parking is available nearby if required. We have a secure shed for storage of pedal cycles if required (at the cycle owners risk).

Smoking Policy

At St Michael's we operate a strict 'No Smoking' policy in the building and car park. It is against the law to smoke in the B&B premises. Guests failing to respect the no smoking rule will be asked to leave without refund.

Data Protection

St Michael's B&B holds your enquiry and booking records information on computer and other manual filing systems. We use this data to maintain booking and financial records and for our own marketing newsletter purposes. We DO NOT pass or sell this information onto any other organisation or third parties.