

Self Catering Holiday Cottages - Booking Terms and Conditions

Length of Stay

- 7 night bookings are from :
 - Saturday to Saturday for Starboard Light and Port Light
 - Friday to Friday for Gibson and Hendra
 - Wednesday to Wednesday for Gerwick and Gweal.
- Short breaks are available outside of peak season.
 - 3 night breaks start on :
 - Saturday or Wednesday for Starboard Light and Port Light
 - Friday or Tuesday for Gibson and Hendra
 - Wednesday for Gerwick and Gweal
 - 4 night breaks start on :
 - Saturday or Tuesday for Starboard Light and Port Light
 - Friday or Monday for Gibson and Hendra
 - Saturday for Gerwick and Gweal
- Arrival dates may vary around Gig Weekend and over Christmas and New Year – see individual cottage Tariff Sheets for details.
- Bookings can be taken for a maximum of 4 weeks for a single booking.

Bookings

- All prices quoted include VAT where applicable at current rates.
- To book, you must be over the age of 18.
- A Deposit of one third of the booking value of the holiday is payable to secure the booking. Deposits are non-refundable.
- The Balance of the booking value of the holiday is payable in full, 4 weeks prior to arrival.
- If monies are not received, we reserve the right to re-let.
- Our reservations team can also book your travel arrangements for you, to be paid at time of booking.
- Meals, drinks, boat tickets, excursions, other extras and hotel services can be purchased at the hotel and added to your account, that can be settled on departure.

Cancellations

- In the event of cancellations, we will endeavour to re-let the accommodation. If successful the Deposit paid and the Balance of the booking value paid, will be refunded, less any difference in booking value from re-letting, should there be any difference.
- We advise that holiday insurance is taken out to cover the risk of cancellation.

Force Majeure

- Tregarthen's will not be liable for any failure or delay in providing facilities or services as a result of events or matters outside its control, including (but not limited to) fire; explosion; storm; flood; Act of God, action by Government or a Governmental agency; shortage of goods or materials; strike or lock-out.

Pets

- Well behaved dogs and pets are allowed with the exception of Hendra which is kept dog free. A charge of £10 per dog per night will be made, with the exception of Assistance Dogs where there is no additional charge.
- Maximum 2 well behaved dogs per cottage at any one time (1 dog in Gibson).
- We request dogs are not left in your cottage unaccompanied.
- We can recommend a local veterinary support group to provide dog equipment, so as to help keep your luggage allowance down.

Arrival and Departure

- Arrival is from 4pm on day of arrival, departure is at 10am on day of departure.
- If luggage storage is needed during the day due to the timing of travel arrangements, this can be accommodated at the hotel reception and portage to and from the cottage can be arranged. Please inform us of your travel arrangements. We can collect your luggage from the cottage and place in the container for guest travelling on the Scillonian or meet you at the shuttle bus pick up point for guest travelling via Skybus.

Condition

- Clean linen and towels will be provided at the start of the holiday and additional items are available on request from the hotel reception.
- Guests are expected to keep the Property and all furniture, fixtures, fittings and effects in the same state of repair as at the start of the holiday – as a general rule to leave the Property in the same state of cleanliness and general order in which it was found.
- Guests should report and pay the cost of any damage or breakages made during their holiday. Should this not be reported during your stay, we reserve the right to make a charge for repairs or replacement of damaged items.
- Smoking is not permitted in any of the cottages. We reserve the right to make a charge (£100) if there has been any smoking in the property. The charge will be £100 per room effected, to a maximum of £300.

Liability

Other than for death or personal injury caused by the negligence of Tregarthen's Hotel, Tregarthen's Hotel's liability to the Guest is limited to the price of the booking. Unless Tregarthen's Hotel is liable under the above clause, the Guest indemnifies Tregarthen's Hotel from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, event or function, the Guest, guests or any outside contractors of the Guest. Guests are responsible for any damage caused to the allocated cottage or rooms, furnishings, utensils and equipment in them by any act, omission, default or neglect of the Guest and will pay to Tregarthen's Hotel on demand the amount required to make good or remedy any such damage.

Behaviour

- Guests are expected not to cause an annoyance or become a nuisance to occupants of adjoining premises.

Complaints

- Should there be any issues or cause for complaint we encourage guests to immediately speak to the hotel reception team, or the hotel management team. We will endeavour to do all we can to rectify any issues reported during your stay.
- We may need access to the Property during your stay, for example to carry out maintenance tasks. This will be arranged with the guests in advance.