

# Terms and conditions

## Terms of Booking & Booking Deposit

By placing a booking with us (the property owner / his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

To place a booking with us the lead guest must be at least 16 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

Payments can be made online / over the phone using debit / credit card. Any charges raised against us by our banks for dishonoured payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

## Check-in & Check-out

Guests must check-in and check-out by the times stated below;

Check-in by: 3pm and before 10pm on day of arrival

Check-out by: 10:00 on day of departure

Cancellation, Returned Deposit & Non-Arrival Conditions

Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

#### WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

#### Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

#### Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is only allowed in designated areas as sign posted throughout the accommodation and is in accordance with the Health Act 2006.

## Pets & Service Dogs

We are a dog-friendly hotel in Cornwall. Cornwall is well known as a very pet friendly destination with your dogs welcome in most pubs and restaurants as well as on beaches (check which ones via Visit Cornwall's helpful website pages on the subject).

Some restrictions apply only to high season months making Cornwall the perfect family destination out of season. Sand on the paws is a lot easier to shift than mud. At The Residence at Bolenna we take a very dog-centred approach. We are a dog-friendly hotel in Cornwall and welcome your furry family members with open paws but we do ask you to check direct with us first to ensure the room you are wanting is suitable for them to enjoy their holiday as much as you will.

As a loved member of your family you will be wanting your dog with you as much as possible and we are fine with you bringing them to the bar and restaurant. We do ask that you keep them on leads of course as not all our guests may be dog-confident or there might be other doggy friends around also hoping for yummy snacks to fall on the floor! We have home-made bone shaped biccies for our canine diners so they don't feel left out.

One thing we do insist on is that they are not left alone in the accommodation at any time. This is not just to keep the rooms well presented for you and the next guests, it is actually much more for the emotional well-being of your pet. It isn't their familiar home environment and whether or not they seem relaxed and content no-one really knows how much they might be missing their human companions. There are two ways of getting round this if you are wanting to have a game of tennis or perhaps a surf lesson or even pop to the shops. If your dog has been trained to enjoy time in a crate as his special den of choice, you are welcome to bring it to have in your accommodation (if there is room of course!) so that you can take time out to enjoy an activity for a short while. However, we do believe that dogs suffer avoidable stress if left alone so we ask that you let us know so that we can keep an ear open for any signs of distress, pop in to check on them and contact you accordingly.

Our preferred option is that we will happily arrange to dog-sit for you or contact one of the lovely professional local dog walking companies to take your dog for a fun activity of their own whilst you are enjoying yours. Finally of course, we charge a nominal fee for a heightened level of cleaning after you check out as we must ensure that all traces of hair are removed for guests that may have allergies. This starts at £20 for most breeds but may be slightly more for really shaggy dogs or dogs who are moulting.

## Parking

Guests accept that they park their vehicles at their own risk, subject to availability.

## Accessibility Statement

We have provided an accessibility and access statement here, which you can download and read.

## Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation).

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which you can read online.

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

## Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.