



## ***TRIMSTONE MANOR COUNTRY HOUSE HOTEL***

Trimstone, Nr Woolacombe, North Devon EX34 8NR

### **SELF CATERING ACCOMMODATION TERMS & CONDITIONS OF BOOKING**

We aim to ensure you enjoy a very happy and comfortable holiday. We have listed a few things for your benefit.

We hope that you will find the property clean and in good decorative order. Whilst we cannot guarantee the weather, when wet there are numerous local attractions which can help to while away the time and entertain everyone. Our best endorsement will be your desire to return or to commend us to friends or family and we should be very happy to attend to your needs in this respect.

#### **Terms of Business:-**

- Visitors undertake to leave the accommodation in a tidy condition, as found.
- Visitors are responsible for any breakages or damage and must inform the owners before departure.
- The owners reserve the right to compensation for any damage discovered after guests have departed.
- Pets are not to be left unattended and are not allowed on the furniture.
- Visitors must refrain from smoking inside the property and must deposit cigarette ends in their rubbish.
- A telephone or internet booking will be held for a period of up to seven days pending receipt of the deposit (or debit/credit card instruction).
- All deposits are non-refundable. The full cost of the accommodation has to be paid six weeks before the holiday date. No refunds are permitted, unless subsequently we are able to re-let your accommodation at the full rate.
- Visitors are responsible for their own cancellation insurance arrangements.
- We cannot be held responsible for loss or damage to any belongings or for injury sustained by any guest.
- Smoking is prohibited within the Cottages and Hotel. Cigarette ends must be disposed of safely.

#### **Size and Party**

Please list all members in your party and their ages if under 18. This is also necessary for health and safety and insurance reasons!

If for reasons totally beyond our control we cannot make accommodation available for you (such as fire, etc) then any deposit will be refunded. All endeavours will be made to arrange alternative accommodation for you. However, no further liability can be accepted.

If 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 hotels, we do not charge extra for all the facilities though the Table Football, Jacuzzi and Sauna are all coin-operated.'

Whilst we trust that everything will be to your satisfaction, 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.

#### **Arrival/Departure Times**

Your accommodation will be available from 3pm on the arrival date and vacation is by 10.30am on the departure day. For security and safety reasons, it is important to know expected arrival times. Special arrangements may be possible if necessary.

If you have any observations about how we may be able to improve the accommodation and to make subsequent stays more enjoyable, please do not hesitate to 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 break in North Devon! Remember, if you have any problems please do contact us on (01271) 862841.