



# TRIMSTONE MANOR

## COUNTRY HOUSE HOTEL & COTTAGES

### HOTEL 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 Hotel's discretion.

- All reservations are held for seven days pending receipt of the deposit (or debit/credit card instruction).
- On cancellation, deposits are non-refundable. If cancellations are made between six and two weeks before arrival, whilst we shall try to re-let, should we still have availability of that room type on the original booking dates then two-thirds of the B&B accommodation cost is due. Cancellations made fourteen days or less before arrival or during your stay are subject to the full charge. As relevant, acceptance of these terms authorises such debit from any credit or debit card used for the reservation.
- Dinner reservation no-shows or same day cancellations incur a £10 cancellation fee per diner.
- Whilst staying with us, should you decide to leave before your confirmed departure date, there can be no automatic deduction for contractual days or pre-booked meals not taken.
- 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 any card processor's charges can be debited.
- Visitors are responsible for their own cancellation insurance. If this is a concern, please make provision.
- We cannot be held responsible for loss or damage to any belongings or for injury sustained by any guest.
- Please do not consume alcohol on the premises which has not been purchased from us as this contravenes our licence. We are happy to apply corkage charges for your own wines, etc, and can arrange these in advance.
- Visitors must refrain from smoking inside: this includes all bedrooms, the Hotel generally and all shared facilities. If abused, additional charges may need to apply for extra cleaning and air freshening. Please dispose of cigarette ends safely. Thank you.
- 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.
- Please leave your 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 damage or missing items discovered after guests have left.
- Please leave your key at Reception when leaving the Hotel for a period of time to allow us to service your room and to help us identify occupied rooms in the event of an emergency.
- **Pet-friendly rooms:** surcharge applies. Pets cannot be left unattended and are not allowed on furniture. Please clear-up after your pets.

If, for reasons beyond our control, we cannot make accommodation available (such as fire, etc) then deposits will be returned. We shall do what we can to make alternative arrangements. However, no further liability can be accepted. Should you have any health, dietary or other special conditions which may affect the enjoyment of your holiday then please make these clear when making your reservation 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. Check-out is available 9am – 10.30am but you may make earlier plans the night before.

Whilst we trust that all 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 thoughts about improving anything and to make future stays more enjoyable, please mention them. If you'd like a brochure for a friend or family member, please pass their details to us.

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

**TRIMSTONE MANOR COUNTRY HOUSE HOTEL & COTTAGES**  
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