



TRIMSTONE MANOR COUNTRY HOUSE HOTEL

Trimstone, Nr Woolacombe, North Devon EX34 8NR - 01271 862841 - www.trimstone.co.uk

COTTAGE 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 your accommodation clean and in good order. Whilst we cannot guarantee the weather, when wet there are many local attractions to help while away the time and entertain everyone. Our best endorsement will be your desire to return or to commend 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

- Visitors undertake to leave the 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 any damage or missing items discovered after guests have departed.
- Visitors must refrain from smoking inside the property and must deposit cigarette ends in their rubbish.
- All reservations are held for seven days pending receipt of the deposit (or debit/credit card instruction).
- In the event of cancellation, deposits are non-refundable. The full cost of the accommodation reserved has to be paid six weeks before the holiday. Refunds cannot arise unless subsequently we are able to relet your accommodation at the full rate. As relevant, acceptance of these terms authorises such debit from any credit or debit card used for the reservation.
- Should a premium charge card (eg Amex/Company cards) be used or a refund arise to your card from cancellation by your choice then the card processor's charges can be debited from you.
- Visitors are responsible for their own cancellation insurance and if a concern, you should make provision.
- We cannot be held responsible for loss or damage to any belongings or for injury sustained by any guest.
- If dinner reservations have been made in our Tyme Restaurant securing preferential advance terms, then a £10 per person per night cancellation charge applies.
- Smoking is prohibited within the Cottages and Hotel. If abused, additional charges may need to apply for extra cleaning and air freshening. Cigarette ends must be disposed of safely please.
- Pets must not be left unattended and are not allowed on the furniture. Please clear-up after them.
- 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.

Size and Party

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

If for reasons beyond our control we cannot make accommodation available (such as fire, etc) then any payment made will be refunded. We shall try to make other arrangements for you. However, no further liability is accepted. Should 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 including Wifi, indoor heated pool (in season!), games room and gym though the Table Football and Sauna are coin-operated.

Arrival/Departure Times

Your accommodation is available from 3pm 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 upon request.

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.

If you have any observations about how we may be able to improve the accommodation and to make subsequent stays more enjoyable, please do 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.