

Budock Vean Hotel - Terms and Conditions for Hotel and Self-catering Guests

CREDIT CARDS

Master Card and Visa are accepted at no extra charge. Diners Card is accepted subject to a 2% surcharge. AMEX is subject to a surcharge of up to 3.6%.

BOOKING DURATION

Hotel Guests:-

During certain times of year, in particular during Spring and High season, we may only be able to take weekend bookings for a minimum two nights.

Self-catering Guests

Stays of less than one week may be available prior to 7th March and after 31st October and are charged daily at 1/5th of the weekly rate – the minimum stay is three days. During mid and high season, stays are available from Saturday to Saturday only.

DEPOSITS

Hotel Guests (including special breaks as listed in Cornish Escapes):-

We will require a deposit of £50 per person to confirm your reservation along with your credit card details as a guarantee for your booking. The deposit will be credited to your final account upon arrival.

Self-catering Guests:-

Reservations should be confirmed with a non-refundable deposit of £100.00 per cottage per stay which will be credited to your account upon arrival.

Christmas:-

For Christmas and New Year's Eve, you are requested to confirm your booking with a deposit of £100 per person (excluding children sharing their parents' bedroom. This deposit will be refundable without question, for any cancellation by 30th June. We will require your confirmation by the 30th June, with a further non-refundable payment to increase your deposit to 50% of your total accommodation account.

CANCELLATIONS

With all bookings we do strongly recommend you take Travel Insurance.

Hotel Guests :-

With the exception of Christmas, New Year and all our special breaks as listed in our Cornish Escapes brochure (which are subject to their own cancellation policies), if you need to cancel more than 72 hours before your arrival date, your deposit will cover the cancellation fee and you will have no further liability.

If you wish to cancel within 72 hours of your arrival date, we will do our best to re-let your accommodation. If we are unable to do so, we reserve the right to charge for the accommodation at the quoted rate for your stay.

Self-catering Guests:-

If you wish to cancel more than 30 days before your arrival date, your deposit will cover the cancellation fee and you will have no further liability. If you wish to cancel within 30 days of your arrival date, we will do our best to re-let your accommodation. If we are not successful, we reserve the right to charge a cancellation fee up to the amount quoted for your stay.

Christmas and New Year

Your deposit of £100 per person will be refundable with out question for any cancellation received by 30th June. We will require your confirmation by 30th June

with a further non-refundable payment to increase your deposit to 50% of your total accommodation amount.

Special Breaks e.g. Gourmet Weekends, Easter, Valentines(as outlined in our Cornish Escapes brochure and online)

If you need to cancel more than 30 days before your arrival date, your deposit will cover the cancellation fee and you will have no further liability. If you wish to cancel within 30 days of your arrival date, we will do our best to re-let your space on our special break. If we are unable to do so, we reserve the right to charge for the accommodation at the quoted rate for your stay.

NO SMOKING

All our bedrooms and public areas are non-smoking. This also applies to the self-catering units.

FOR FAMILIES WITH YOUNG CHILDREN

Budock Vean has an atmosphere of peace and relaxation both in the hotel and grounds. To ensure that this is enjoyed by all, we would kindly ask all guests coming to stay with young children to be aware that:

- * When you are using the public areas, please can you ensure that your children are supervised and don't cause any disruption to other guests who may be relaxing.
- * Breakfast and Dinner is provided for families with children under six years old in the Country Club Room.
- * Children aged six and over can join their parents in the main restaurant.
- * Alternatively, we provide children's Cornish High Tea at 5.30pm in the Country Club Room or room service.
- * Pre and post dinner, families with children under six are welcome to use our family lounge, the Helford Lounge, which is equipped with board games. If you need a babysitter, we have CRB checked childminders available plus a baby listening service.
- * At certain times of day, the swimming pool is reserved for adults only. Please check with Reception. Swimming nappies must be worn by children who are not yet potty trained.

ADDITIONAL TERMS AND CONDITIONS FOR SPECIAL BREAKS (CORNISH ESCAPES BROCHURE) AND HOTEL OFFERS

All of our special breaks and offers are subject to availability and cannot be used in conjunctions with any other promotion or discount.

We reserve the right to make changes to special break schedules if required.

We reserve the right to cancel special breaks if required. If a special break is cancelled we will do our utmost to offer a suitable alternative but a refund will be offered in full if none is available.

HOLIDAY HOMES

Holiday Home bookings are subject to their own set of terms and conditions that can be obtained from our website www.budockvean.co.uk/stay/new-holiday-homes or from the hotel reception.