

# Terms & Conditions

## Welcome

We would like to wish you a warm welcome to the Old Vicarage Bed & Breakfast and we will always try our very best to ensure your stay with us is as pleasant and enjoyable as possible. Please find below our terms and conditions which, sadly and after a number of years of providing accommodation, we have had to implement due to a minority of inconsiderate guests. We trust you understand and look forward to meeting you in the near future... Andy & Wendy Cottrill.

## Arrival and Departure

Check-in is available from 4.00pm to 9.00pm on the day of arrival and we kindly ask that you provide an approximate time of arrival prior to your arrival date. If you are unable to provide an estimated arrival time, we will assume you are arriving between the above times. Check-in times outside of the above must be confirmed with us prior to arrival and are subject to availability.

We ask that you please vacate your room by 10.00am on the morning of departure. Check-out times later than the above must be confirmed prior to the day of departure and are subject to availability (we may need to prepare the room for new guests). We reserve the right to make an additional charge of £20 per hour (or part thereof) for late departures that have not been agreed prior to the day of departure.

## Reservations

Direct reservations require no upfront payment to secure a reservation and full payment is taken on the day of your departure. To secure a direct reservation we will send you a confirmation email with your reservation details (dates, room(s) and costs) which will also include our reservation terms and conditions. The confirmation email must be checked and acknowledged by you as accepted and returned by email as soon as possible. Your rooms(s) will not be reserved until confirmation by email is received and could be reserved by another potential guest.

The exception to this policy is for reservations of more than 2 rooms and/or reservations of more than 3 nights, where we reserve the right to take a non-refundable deposit payment equivalent to the first night of each room(s) rate (our cancellation policies still applies). You will be informed of this at the time of the reservation. If we require a deposit payment, we will provide you with our BACS details and will notify you by email once the payment has cleared.

Reservations made through online booking services may be subject to additional terms and conditions. This is to protect your security in carrying out the reservation and providing credit card details over the internet. Our terms and conditions still apply in these circumstances.

## **Cancellation by the Guest**

We are a small business and cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and subsequently cancels. We do however appreciate that unforeseen circumstances can occur and we try to be as sympathetic and helpful as possible in such cases.

In the event of a cancellation up to 14 days prior to the scheduled date of arrival no charge will be made. If you cancel your reservation within 14 days of the scheduled date of arrival, a cancellation charge equivalent to the total reservation price will be made. Guests failing to arrive (no-shows) will be responsible to a charge equivalent to the total reservation price.

We take all reservations in good faith and guests are reminded that no exceptions to the above conditions will be made and that any reservation made with The Old Vicarage Bed & Breakfast forms a legally binding contract. We therefore recommend that you arrange suitable insurance to cover against unexpected costs such as cancellation fees. We reserve the right to take legal action to recover any outstanding debts.

## **Change of Room**

If a reservation is taken for a specific room and the room reserved is rendered unusable due to circumstances beyond our control, we reserve the right to transfer the booking to an alternative room of similar quality. In such circumstances we will contact you immediately to check room suitability.

## **Cancellation by Us**

Should it become necessary for us to cancel a reservation due to circumstances beyond our control, we will contact you immediately. Any payments made by you in relation to the reservation will be refunded in full. Should you wish, we will attempt to find you another local bed and breakfast of a similar standard. Our liability will not extend beyond these conditions.

## **Guest Rooms**

Each guest bedroom can accommodate a maximum of 2 guests. There is no scope for additional beds and/or guests in the rooms. Guests shall not invite friends and/or acquaintances into the property without prior consent from the owners.

## **Breakfast**

Please be mindful that we are a Bed & Breakfast establishment and not a Hotel with unlimited resources. We do have other commitments and therefore we serve breakfast at 8.00am, 8.15am and 8.30am in the breakfast room (we do not have facilities for room service).

## **Assistance During Your Stay**

If you require any help or advice during your stay, we are available every morning from 8.00am until 10.00am and every afternoon/evening from 4.00pm to 9.00pm. Outside of these times we are available only in case of emergency.

## **Damage and Breakages**

You are responsible and liable for any breakages or damages which you cause to the accommodation and/or contents. Please report these as soon as they occur (especially if you accidentally spill something) as it's much easier to clean if we know what it is and act quickly.

We do not normally charge for minor breakages, but we reserve the right to charge for repairs caused due to neglect or carelessness. We also reserve the right to charge you the room rate for each day that the room is out of commission.

Towels and bed linen that have become permanently stained from makeup, hair or beauty products will be classed as damaged and replacement costs charged accordingly. We class permanent staining as towels/linen that remain stained after 2 washing cycle attempts.

## **Keys**

You have access to The Old Vicarage Bed & Breakfast and your room throughout your stay using a set of keys given to you when you register on arrival. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged at £30.00 per set.

## **Smoking**

Smoking is not permitted within any part of The Old Vicarage Bed & Breakfast. Please note that offending guests will be asked to leave immediately, will be liable for the total cost of their reservation and will be liable for the cost of professional cleaning services to any affected rooms. A minimum cleaning charge of £100 will apply and if the room is deemed unusable, you will be liable for a further charge equal to the room rate for each subsequent day the room is unavailable.



## **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

## **Lost Property**

We are happy to return items that have been left following departure, however there will be a minimum charge of £10.00 to cover costs.

## **Payment & Prices**

Full payment or the balance thereof is due on the morning of departure, unless paid in advance using an online booking service. We do not have card payment facilities on site, therefore payment must be made in cash.

We reserve the right to change our prices at any time, however this does not affect reservations already made.

## **Children**

Unfortunately, we cannot accommodate children.

## **Pets**

Unfortunately, we cannot accommodate pets.

## **Wi-Fi Access**

By using our wi-fi services, you automatically agree to the terms and conditions of use in force at that time.

## **Termination Policy**

The Old Vicarage Bed & Breakfast reserve the right (and at its discretion) to terminate a reservation without notice, where a guest's behaviour is deemed unacceptable as a result of actions which are likely to endanger or offend others. This includes (but not limited to) verbal abuse, sexist and/or racist abuse, physical abuse, being drunk and/or disorderly, illegal use of controlled substances. Please note that non-compliance of our non-smoking policy and/or illegal use of controlled substances will constitute termination without exception. In such circumstances any outstanding account must be settled in full and no refunds will be given.

## Directions

From the M5 Junction 31, take the A30 and continue along this road for about 71 miles. After passing Okehampton, Launceston & Bodmin, leave the A30 signposted A391 St Austell & Eden Project. Follow the signs all the way to the Eden Project (don't follow the initial signs to Luxulyan unless you like narrow lanes!) and when you arrive at the Eden Project roundabout (about 8 miles) then follow the signs to Luxulyan. After about 2 miles you will go past the village pub on the left (the Kings Arms). Carry straight on up the hill and at the top of the hill turn right. The Old Vicarage Bed & Breakfast is the second driveway on the left. Enter the driveway and the Old Vicarage entrance is immediately on the Left-hand side (wooden gate).

## Car Parking

A car park is available for guests use and is subject to availability. Cars parked in the car park and any belongings within are left at the owner's risk. There is no facility for the parking of long wheelbase vehicles, camper-vans or trailers in the car park, however roadside parking is available. Please do not park on the grass, but in the designated areas as shown on the following map. We do advise reverse parking, especially at busy times, to ensure ease of access.

