

## Booking Terms & Conditions

1. Except where stated all prices quoted are per room per night, and include VAT at the current rate.
2. We reserve the right to adjust the tariff should this become necessary through circumstances beyond our control.
3. Guests are requested to pay a deposit of 30% of the total cost of stay to confirm their reservation, which can only be made subject to the rooms still being available on receipt.
4. All deposits are non-refundable if the reservation has to be cancelled.
5. Accommodation is only reserved on the understanding that in the event of cancellation a charge will be made for any accommodation not re-let over the reserved period. Every effort will be made to re-let accommodation on the guest's behalf.

Date Cancellation Received	Cancellation Charge
More than 56 days before departure	Deposit
56 - 29 days before departure	70% of price
28 - 15 days before departure	90% of price
14 days or less	100% of price

6. Provisional reservations may be re-let after fourteen days if no deposit is received.
7. All room accounts must be paid in full on departure.
8. Allowance for all Dinner, Bed & Breakfast guests of £35.00 per person per night on food only.
9. Our prices are inclusive of V.A.T, should VAT change, prices will be affected accordingly.
10. All additional activities are charged for as extras, including travel to Scilly.
11. Changes to your booking may incur administration costs.
12. Check in time is 2pm and checkout time is 10am.
13. No allowance is made for meals missed or rooms not occupied for the full time of the reservation.
14. We reserve the right to offer only bed and breakfast and refund the advertised difference between that and half board.
15. We reserve the right to:
  - Change your room allocation should we need to for operational purposes
  - In the event of a maintenance issue occurring during your stay that cannot be remedied immediately, we retain the right to move you to another room. Once the repair is complete your original room will be made available for you again.
16. We strongly recommend that all our guests insure against holiday cancellation or delay. Should guests decide to make other arrangements please ensure that the chosen policy covers all forms of travel delay, including weather conditions.
17. By prior arrangement, in certain rooms and at the discretion of the manager, dogs are permitted to stay at St Mary's Hall Hotel.
18. We can arrange and pay for flights/sea passage on your behalf. Your contract for these services is with the travel provider, not St Mary's Hall Hotel. Full payment to cover this is on top of the requested deposit.
19. A non-smoking policy applies throughout the hotel, should you choose to ignore this policy you will be asked to leave, charged in full for your accommodation plus an additional charge of £250 for specialist deep cleaning.
20. **LIABILITY** - Whilst the hotel brochure/website is intended to give a fair representation of the facilities available, there may be occasions when certain facilities are out of use. Although every effort will be made to try to ensure that this does not happen, where it is unavoidable, then no liability shall attach to the hotel by reason thereof. If you require further information about any particular facilities or their availability please write well in advance of your holiday so that your queries can be dealt with. The hotel cannot accept responsibility for anything said to you by our staff outside the information given in the brochure or website and tariff unless it is confirmed in writing. All information given in the hotel brochure, website and tariff is correct at the time of going to press but services/facilities may be changed during the validity of the brochure.