

BOOKING TERMS AND CONDITIONS

Bookings are made and accepted only on the following conditions:

www.harrabeer.co.uk ("the Website") is a website owned and operated by Harrabeer Country House Hotel.

1. CONTRACT AND BOOKING

1. Harrabeer Country House Hotel, the owners of the accommodation, hereinafter ("the Owners"). The Contract of Letting is between the guest ("the Guest") and the Owners.
2. This agreement is made on the basis that the room/suite ("the Room/Suite") is to be occupied by the holidaymakers for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Holidaymakers acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
3. Bookings cannot be accepted from persons under 18 years of age. Any pets you intend to take with you should be declared at the time of booking and checked and authorised via the Owners (where requested).
4. No bookings are valid until confirmed by the Owners in writing

2. TERMS AND CANCELLATION POLICY for

IN HOUSE GUESTS (at the discretion of the Proprietors)

IF YOU ARE UNSURE OF ANY OF THE FOLLOWING PLEASE CONTACT US

DEPOSIT: £50.00 deposit /person/ night (max. 2 nights) by cheque **or** credit card details held on file by us. Deductions will only be made on departure, early termination, no show or unreported damage to our property.

CARD CHARGES: We reserve the right to make a charge through your card, without your permission, of £50.00 per room if we do not receive **notice of cancellation at least 48 hours prior to 10 am. of arrival day.** Please note that this charge will apply for up to a maximum of 2 nights.

This charge will also apply if an **early termination** of your booking occurs during your stay.

EXCEPTION: If there is a group booking of 3 or more rooms (including members of same group booking but booked under separate names/dates) we reserve the right to ask for a **non-returnable deposit** of £50.00 / room per night at time of booking.

This will only be refundable if cancellation of all or part of booking is received 30 days before arrival date.

However, we will undertake to endeavour to re-let the rooms and a refund will be made.

ARRIVAL: from 1700-2200hrs. Please advise ETA or if you require an earlier access.

DEPARTURE: no later than 10.30am.

We are happy to be flexible about this so if these times are not convenient please let us know

SELF CATERING SUITES (at the discretion of the proprietors)

DEPOSIT: £100 at time of booking. (non-returnable)

Payment in full if booked less than one month before arrival.

BALANCE: one month before arrival date.

CANCELLATION POLICY: 2 months - 3 weeks Deposit is non-returnable. Three weeks or less Refund 25% of total.

However, we will undertake to re-let the accommodation and full refund would be made after the completion of the booked period.

ARRIVAL: from 1700-2200hrs. Please advise ETA or if you require an earlier access.

DEPARTURE: no later than 10.30am.

We are happy to be flexible about this so if these times are not convenient please let us know.

3. INSURANCE

1. The Owners recommends that Holiday Insurance is taken out when making a booking even when payment is made in full. This is the responsibility of the Guest.

4. OWNER'S RESPONSIBILITIES

1. The Owners are solely responsible for providing the accommodation and for the safety of all Guests and/or his/her invitees (jointly known as "the Holidaymakers")

5. GUEST RESPONSIBILITIES AND FORFEITURE

1. The Guest shall keep the Room/Suite and all furniture, fixtures, fittings and effects in, on or at the Room/Suite in the same state of repair as at the commencement of the holiday, and shall leave the Room/Suite in the same state of cleanliness and general order in which it was found.
2. The Guest must report and pay to the Owners the cost of any damage or breakages made during their holiday occupancy. The Owners reserve the right to make a reasonable charge where guests have contravened the Owners' request for their Room/Suite to be smoke-free.
3. The Guest's right to occupy the Room/Suite may be forfeited without compensation if:
 1. More people or pets than declared to the Owners at the time of booking or before the commencement of the holiday and/or the number the Room/Suite holds, attempt to take up occupation;
 2. Overnight guests are entertained without the Owners express permission;
 3. Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance; or
 4. Any of the Holidaymakers smoke in the Room/Suite.

6. UNAVAILABILITY OF ROOM/SUITE

1. In the event of the Room/Suite becoming unavailable (such as due to fire or flooding etc), the Owners will endeavour to provide the Guest with suitable alternative accommodation or will refund all monies paid, or a proportion in the case of curtailment. The Owners cannot, however, pay any compensation or expenses as a consequence of such an event.

7. ALTERATIONS TO BOOKING

1. There is no charge to a Guest requiring a booking to be altered once the booking has been confirmed unless they request an upgrade to their room or additional services.

8. WIFI There is FREE WIFI connection in all bedrooms and public places including the self-suites. Whilst we would hope to have continuous connection this cannot be guaranteed.

9. REGISTRATION We are required by law to comply with the **Immigration (Hotel Records) Order 1972**. You may email the details below to us or you may be asked for them during/at the end your stay. Thank you for your co-operation.

- FULL NAMES of ALL GUESTS over the age of 16
- NATIONALITY

Those who ARE NOT British, Northern Irish or Commonwealth guests WE ALSO REQUIRE

- PASSPORT NUMBER
- PLACE of ISSUE
- DETAILS of NEXT DESTINATION

FOR YOUR INFORMATION (I must confess that I was not aware of most of these!!)

COMMONWEALTH countries are:

AFRICA Botswana Cameroon Ghana Kenya Lesotho Malawi Mauritius Mozambique Namibia Nigeria Rwanda Seychelles Sierra Leone South Africa Swaziland Uganda United Republic of Tanzania Zambia

ASIA Bangladesh Brunei Darussalam India Malaysia Maldives Pakistan Singapore Sri Lanka

CARIBBEAN and AMERICAS Antigua and Barbuda Bahamas, The Barbados Belize Canada Dominica Grenada Guyana Jamaica Saint Lucia St Kitts and Nevis St Vincent and The Grenadines Trinidad and Tobago

EUROPE Cyprus Malta United Kingdom

PACIFIC Australia Fiji Kiribati Nauru New Zealand Papua New Guinea Samoa Solomon Islands Tonga Tuvalu Vanuatu

EU countries are:

Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Southern Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

10. PETS

1. The Owners have the Lower Suite available for Guests wishing to bring their pets on holiday. Guests must advise the Owners when booking.
 1. There is no extra charge for animals unless there is any damage (which must be reported to the Owner immediately) or excessive cleaning that may incur an additional charge, will be at the Owner's discretion.
2. The Owners asks dog owners to observe the following (failure to do so may result in you being asked to leave without compensation):
 1. Dogs must be under strict control at all times while the Suite;
 2. Any fouling must be cleared up without delay;
 3. The dog owner must bring the dog's bed or basket for sleeping in; preferably a cage.
 4. Dogs MUST NOT be left alone in the Suite or elsewhere at any time;
 5. Dogs MUST NOT lie on beds or furnishings, and hair must be well cleared up before departing;
 6. Dog owners must ensure that their pets are free from parasites and fleas before they occupy the Suite. Failure to do so will incur subsequent charges;
 7. Properties which do not take dogs may have on occasions had guide dogs in them.

11. OWNER'S ACCESS TO ROOM/SUITE

1. The Owners or their representative shall be allowed access to the Room/Property at any reasonable time during any holiday occupancy.

12. VAT and IPT

1. All prices quoted include VAT and Insurance Premium Tax where applicable at current rates.

13. COMPLAINTS PROCEEDURE

1. In the event of there being cause for complaint concerning a Room/Suite, the matter shall be taken up with the Owners at once (details are supplied on the booking confirmation and they understand that they are the first point of contact should there be cause for complaint) It is important that this is done whilst you are still at the Harrabeer so that an on-the-spot investigation can be made if necessary and remedial action taken if required.
2. In no circumstances will compensation be considered for complaints raised after the holiday has ended, when the Guest has denied the Owners the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday.

14. LITERATURE

1. We have compiled information on our Website as accurately as possible. However, rooms/facilities may be altered or withdrawn for various reasons without notice but alternative accommodation will be provided.
2. We make every effort to ensure that the Room/Suite details are accurately reproduced. Mistakes may occur from time to time, and confirmation should be requested prior to booking. The Guest accepts that minor differences between text/photographs/illustrations in the brochure and on the Website and the actual property, Rooms/Suites may arise. If a facility is particularly important to you, please check with the Owners prior to booking.

15. COMMUNICATIONS WITH YOU AND DATA

1. Please see our [Privacy Statement](#) which explains how we will process your personal data.
2. All electronic data transferred pursuant to these terms and conditions remains the property of the Owners and may not be replicated in part or whole without the Owners prior written permission.

16. LEGAL

1. Any dispute, claim or other matter which may arise in relation to your booking will be governed by English law and you agree that any dispute will be dealt with exclusively by the courts of England and Wales.

The Booking Conditions will apply to all confirmed bookings, and these Website Booking Conditions supersede all previous editions.