



BOOKING TERMS AND CONDITIONS for Harrabeer Country House

Bookings are made and accepted only on the following conditions:

1. CONTRACT AND BOOKING

Harrabeer Country House, the owners of the accommodation, hereinafter ("the Owners"). The Contract of Letting is between the guest ("the Guest") and the Owners.

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.

Bookings cannot be accepted from persons under 18 years of age.

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)

BOOKINGS: To confirm reservations made more than 7 days in advance we hold your credit card details securely but do not take any money. For reservations made less than 7 days in advance the full cost of the stay will be taken on booking and this is non-refundable. There is a usually a minimum stay requirement of 2 nights on weekends and 3 nights on bank holiday weekends.

CANCELLATION: In light of COVID-19 we are making no charge for cancellations made in writing 7 days or more before arrival; for cancellations made after this time or by failing to arrive without cancelling you will be liable for an amount equivalent to the first night of your stay, but we will always help you change your dates if possible.

At other times 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 10am 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.

In the unlikely event that we have to cancel your stay we will notify you as soon as possible and refund any monies paid in full. No further liability is accepted in this event.

EXCEPTION: If there is a group booking of 3 rooms (including members of same group 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, when made 7 or more days before arrival. 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 when a refund will be made.**

ARRIVAL: Your room will be ready from 4.30pm, unless otherwise arranged. Check in is from 4.40-7pm. Please contact us in advance if you require a later check-in.

DEPARTURE: Please vacate your room by 10.30am to allow the room to be prepared for the next guests.

SELF CATERING APARTMENTS (at the discretion of the Proprietors)

DEPOSIT: To confirm a booking we require a 20% deposit, payable by card at time of booking (non-returnable) and payment in full if booked less than one month before arrival. Once your deposit is received our booking terms and conditions apply and form the basis of a contract between the Owner and Guest.

BALANCE: Due one month before arrival date, payable by card.

CANCELLATION POLICY: If the government imposes restrictions covering Yelverton or the Guest's home address due to COVID-19 that prevents travel up to the start day of the booking, we offer two options:

- The full amount paid can be transferred to any available date in the next two years; if the chosen date is at a higher price we will request payment for the additional amount.
- The booking can be cancelled and a refund, minus an administration charge of £50 to cover the costs of taking and cancelling a booking, will be given.

If such restrictions are applied, please contact us within 72 hours of the restrictions being imposed.

If you need to cancel for reasons other than the COVID-19 reasons mentioned above, a charge will be made based on the total holiday cost as follows:

- 90-57 days before booking start 40%

- 56-29 days before booking start 75%
- 28-0 days before booking start 90%

We will attempt to re-let the accommodation and will refund part of your payment based on the amount received for the new booking, discussing this with you before confirming. We recommend you take cancellation insurance for the whole group.

ARRIVAL & DEPARTURE: All bookings commence at 4.30pm on the day of arrival and end at 10am on the day of departure.

3. INSURANCE

The Owners recommend 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. GUEST RESPONSIBILITIES

The Guest shall keep the Room/Apartment and all furniture, fixtures, fittings and effects in, on or at the Room/Apartment in the same state of repair as at the commencement of the holiday and shall leave the Room/Apartment in the same state of cleanliness and general order in which it was found.

The Guest will be liable for any damage or breakages during their holiday occupancy and must report and pay the cost of such to the Owners. Monies will be taken using the Guest's given card details without their permission for damage or breakages not paid for before their departure, or which require quotes from professionals before rectifying.

The Guest's right to occupy the Room/Apartment may be forfeited without compensation if:

- 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;
- Any activity is undertaken which is illegal, constitutes unreasonable behaviour or may cause damage or danger or significant annoyance or disturbance to others.

Harrabeer Country House is a non-smoking establishment. Please do not smoke inside any part of the holiday accommodation. Evidence of guests smoking inside the property will lead to an immediate termination of the booking and being charged for the full stay. A cleaning charge of £125 will be charged to cover the cost of deep cleaning, payable by the person who made the booking.

5. UNAVAILABILITY OF ACCOMMODATION

The holiday accommodation will be available on the requested dates unless there is an unavoidable/unpredictable circumstance that cannot be resolved satisfactorily to allow Guests to enjoy the accommodation as advertised. We cannot accept responsibility or pay compensation or expenses where our contract with Guests is affected by such circumstances. If we have to cancel a booking due to such circumstances, we will refund all

monies paid in full. We reserve the right to alter or withdraw amenities which have been advertised or previously available without prior notice, due to repairs, maintenance and circumstances beyond our control.

6. WIFI

We take all reasonable endeavours to provide free, uninterrupted WiFi. We will not be liable, however, if for any reason the service is unavailable or for any loss of data or equipment damage as a result of using the service. We may suspend access at any time and for any reason. By using the service, Guests undertake to use the service responsibly and to behave in a lawful, honest manner. Guests may not use the service for any illegal purpose (including but not limited to breaching intellectual property, copyright or computer misuse legislation; downloading or uploading illegal material), send unsolicited commercial email (or 'spam') or any related activity, carry out 'hacking' activities such as attempting to access systems without permission or carry out denial of service attacks.

7. PETS

The Linney apartment is available for Guests wishing to bring one well-behaved dog. Guests must advise the Owners when booking.

There is no extra charge for animals unless there is any damage (which must be reported to the Owner immediately) or excessive cleaning which may incur an additional charge at the Owner's discretion.

The Owner asks dog owners to observe the following (failure to do so may result in being asked to leave without compensation):

- Dogs must be under strict control at all times while in the Apartment;
- Any fouling must be cleared up without delay;
- Dogs must be kept on a lead in all outside areas and are not allowed in the garden (a public footpath leading to fields is just 1 minute away);
- The dog owner must bring the dog's bed or basket for sleeping in; preferably a cage;
- Dogs MUST NOT be left alone in the Suite or elsewhere on the premises at any time;
- Dogs MUST NOT lie on beds or furnishings, and hair must be well cleared up before departing;
- 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.

8. OWNER'S ACCESS TO ROOM/SUITE

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

9. CONCERNS OR COMPLAINTS

In the event of there being cause for concern or complaint about a Room/Apartment, the Owner encourages Guests to take up the matter with them at once, ideally while they are still at Harrabeer Country House so they can respond immediately.

10. LITERATURE

We have compiled information on our Website as accurately as possible. However, rooms/facilities may be altered or withdrawn for various reasons without notice. The Guest accepts that minor differences between text/photographs/illustrations on the Website and in the actual Rooms/Apartments and guest facilities may arise. If a facility is particularly important to you, please check with the Owners prior to booking.

11. COMMUNICATIONS WITH YOU AND DATA

Please see our [Privacy Statement](#) which explains how we process Guests' personal data.

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

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.