

HOW TO MAKE A BOOKING

Call 01208 862 242 or book online

Reservations which can be held for up to 7 days

Hotel Room Terms and Conditions

1. BOOKING

Provisional reservations can be made and held for up to 7 days, following which confirmation with deposit must be received.

- 1.1 Provisional reservations which have not been confirmed within the 7 day period will be released.
- 1.2 A deposit of 25% when booking hotel room accommodation is required, balances payable on departure.
- 1.3 Single occupancy will be charged at 75% of room rate.
- 1.4 Children occupying bedrooms will be charged at 65% of room rate.
- 1.5 Any special offers cannot be used in conjunction with any other offer, and if conditions are not fully met, then the standard tariff will apply.

2. CANCELLATIONS

Cancellations must be received in writing.

- 2.1 Cancellations in excess of 28 days of arrival, will receive a refund of deposit paid and will be under no obligation for outstanding monies.
- 2.2 Cancellations inside 28 days of arrival will forfeit their deposit.
- 2.3 We highly recommend that your own suitable travel/holiday insurance is in place at the time of booking.
- 2.4 Group cancellations – Total cost of group holiday (less food taken) will apply if cancellation notice is less than 6 weeks.

3. ARRIVAL/OCCUPATION

Baby listening facilities are not available. The safety and wellbeing of all children is solely the responsibility of the parents/guardians. Cots can be provided and will be placed within the parent/guardians room.

- 3.1 Pets are not accepted within the Hotel except for guide dogs.
- 3.2 Hotel charge cards will only be issued to other members of the party (14 years & over) with the authorisation of the lead guest. All purchases must be signed for.
- 3.3 Hotel room and apartment guests are able to use all leisure facilities as part of their room rate. Spa, Restaurant, Coffee Shop and Bar facilities are also available for guests use where charges will apply.



Have you arranged Holiday Cancellation Insurance?

- 3.4 In accordance with the no-smoking legislation, St Moritz Hotel is a smoke free premises and smoking is not permitted. The designated smoking area is under the canvas awnings adjacent to reception. Smoking in a room will incur an additional cleaning charge of £140.00 to render the room smoke free again.

4. DESCRIPTION

Whilst St Moritz makes every effort to ensure the accuracy of the property descriptions they are inevitably subjective and are for guidance only. If there are points of particular importance please contact St Moritz to clarify information.

- 4.1 Whilst St Moritz has taken all reasonable steps to ensure that the information contained in its brochures, websites, tariffs, leaflets, advertisements and any other form of promotional material are accurate, St Moritz reserves the right to alter, substitute or withdraw any service, facility or amenity.
- 4.2 If, in the interest of health & safety, a facility has to close, St Moritz will endeavour to re-open it as soon as possible.

5. LIABILITY

St Moritz cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property and its plumbing, gas, electrical or otherwise, or exceptional weather.

- 5.1 No responsibility is accepted for loss or damage or property vehicles or vehicle contents belonging to the Lead Guest or any member of the party during the occupancy.
- 5.2 If due to reasons beyond the control of St Moritz, the accommodation is not available whatsoever, St Moritz will refund the deposit, but St Moritz will be under no further liability towards you.
- 5.3 The hotel reserves the right to refuse any bookings.
- 5.4 Failure to comply with any of the booking conditions may result in the party being asked to leave immediately.

St Moritz Hotel & Garden Villas Ltd, Trebetherick,
Wadebridge, Cornwall PL27 6SD

Tel 01208 862242 **Fax** 01208 862262

Email reception@stmoritzhotel.co.uk

www.stmoritzhotel.co.uk

Apartments Self-Catering Accommodation Terms and Conditions 2010

1. THE CONTRACT

The contract entered into is between St Moritz Hotel & Garden Villas Ltd. (St Moritz) and the person completing and signing the Booking Form (the Hirer). The contract is not effective until the required payment has been received and confirmation sent from St Moritz to the Hirer.

2. BOOKING

Bookings cannot be accepted by:

- a. Persons under the age of 25 years
 - b. Parties where the majority of members are younger than 25 years (except families or supervised groups).
- 2.1** The number of persons occupying a property must not exceed the maximum stated in the current property description. (Babies under 2 are not normally counted as a member of a party).
- 2.2** The person who signs the booking form (the Hirer) will be responsible for all persons included on the form and should ensure that they are aware of the booking conditions.
- 2.3** St Moritz reserves the right to decline any booking or refuse to hand over a key to any person who has not complied with the booking conditions.

3. RESERVATION

- 3.1** Provisional reservations can be accepted by telephone and must be confirmed within 7 days by the arrival of a booking form and the required deposit.
- 3.2** Provisional reservations will be cancelled after 7 days without further reference.
- 3.3** To secure a reservation:
- a. Complete all parts of the booking form.
 - b. Send the signed and completed form together with 25% of the total cost of the holiday and booking fee.
 - c. Pay the balance of the cost six weeks before the holiday is due to start (it should be noted that reminders are not sent out).
- 3.4** If the balance is not received within the time specified the agent reserves the right to cancel the booking and retain the deposit.
- 3.5** Bookings made within six weeks of the start of the holiday require payment in full at the time of the booking.
- 3.6** Payment for overseas bookings can be made by cheque drawn

on a London bank payable in Sterling to St Moritz Client Account.

4. CANCELLATION

- 4.1** Once a booking is confirmed the Hirer is responsible for the total cost of the holiday. 'Total' meaning both Deposit and Balance payments.
- 4.2** In the event of cancellation by the Hirer, St Moritz will endeavour to re-let the property, and if successful may refund any monies paid less the deposit, which is non-returnable.

5. CANCELLATION INSURANCE

Under the new FSA rules St Moritz can no longer arrange Holiday Cancellation Insurance on your behalf. We strongly recommend that your own appropriate Holiday Cancellation Insurance is in place at the time of booking.

6. BOOKING ALTERATIONS

- 6.1** Any change in holiday dates will be subject to the agreement of St Moritz.
- 6.2** Any request by the Hirer for transfer of booking to another property will be treated as a cancellation of the original reservation.
- 6.3** If for reasons beyond its control, the Agent has to cancel or alter arrangements made for the Hirer it will make every effort to offer an alternative property if one is available.
- 6.4** If the Hirer does not accept the alternative offered the Agent will return to the Hirer any monies paid, whereupon the liability of St Moritz Hotel & Garden Villas Ltd. will cease.

7. DAMAGE, LOSS AND NUISANCE

- 7.1** The Hirer agrees:
- a. A damage deposit will be taken on arrival by credit/debit card swipe.
 - b. That the supervision of children, babies and any adults requiring care remains the responsibility of the Hirer at all times.
 - c. To be responsible for leaving the accommodation in good order and clean condition, otherwise a cleaning charge will be levied.
 - d. To pay for any damage or loss however caused, excluding reasonable wear and tear, incurred during the occupation.
 - e. Not to cause nuisance or annoyance to occupants of nearby property.

f. To allow reasonable access to the property by the Agent if it is deemed necessary.

7.2 If in the opinion of St Moritz, or Owner of the property, any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be discharged and St Moritz may repossess the property immediately. The Hirer will remain liable for the whole cost of hire and no refund shall be due.

7.3 In accordance with the no-smoking legislation, St Moritz Hotel is a smoke free premises and smoking is not permitted. The designated smoking area is under the canvas awnings adjacent to reception. Smoking in a Apartment will incur an additional cleaning charge of £140.00 per room to render the Apartment smoke free again.

8. OCCUPANCY

Occupancy shall be from (4.00pm) on the day of arrival to (10.00am) on the day of departure, unless special arrangements have been made (the housekeepers have only a limited time to prepare the property for the next guests, and you are asked to respect this).

8a. Late departure/early arrival requests may be granted but charges will apply.

9. SERVICES

The Hirer must pay St Moritz for all telephone calls made during the occupation.

9.1 Linen for beds and bath & hand towel are provided per person and are included in rental price.

9.2 Electricity included in rental price.

9.3 Use of leisure facilities are included in rental price.

9.4 Charge cards will be offered to the lead guest (hirer) and members of their party 14 years and over. All purchases must be charged for.

9.5 Any unsettled accounts will be charged against the previously swiped credit card details taken on arrival.

10. PETS

Only property owners are permitted pets in their accommodation.

11. DESCRIPTIONS

11.1 Whilst St Moritz makes every effort to ensure the accuracy of the property descriptions, descriptions are inevitably subjective and are for guidance only. If there are points of particular importance please contact St Moritz to clarify information.

11.2 Whilst St Moritz has taken all reasonable steps to ensure that the information contained in its brochures, websites, tariffs, leaflets, advertisements and any other form of promotional material are accurate, St Moritz reserves the right to alter, substitute or withdraw any service, facilities or amenity.

11.3 If, in the interest of health & safety, a facility has to close, St Moritz will endeavour to re-open it as soon as possible.

12. LIABILITY

12.1 St Moritz cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property and its, plumbing, gas, electrical or otherwise, or exceptional weather.

12.2 No responsibility is accepted for loss or damage of property, vehicles or vehicle contents belonging to the Hirer or any member of the party during the occupancy.

12.3 If due to reasons beyond the control of St Moritz and the Property Owner, the accommodation is not available whatsoever, St Moritz will refund all moneys paid, but St Moritz and the Owner will be under no further liability towards you.

13. COMPLAINTS

13.1 If in the opinion of the Hirer there are grounds for complaint, it is the duty of the Hirer to take it up with St Moritz immediately or during occupancy to allow remedial action to be taken. The Hirer should contact reception on (01208) 862 242.

13.2 It is specifically agreed that failure by the Hirer to notify St Moritz of any complaint in accordance with the timescale set out in clause 13.1 will entitle St Moritz to refuse to entertain the complaint, irrespective of its merits.

14. WAIVER

The failure of St Moritz to enforce or exercise, at any time, or for any period of time, any term of, or any right pursuant to this agreement does not constitute and shall not be construed as a waiver of such term or right.

15. LEGAL PROVISIONS

15.1 The law of England governs the construction, and performance of this Agreement and the parties submit to the jurisdiction of the English Courts.

15.2 The Hirer agrees that the contract with St Moritz is made at St Moritz's premises and that any proceeding between the parties shall be conducted in the County Court nearest to St Moritz.

15.3 Clause headings are for convenience only and do not form part of or affect the interpretation of the Agreement.