

## Terms and conditions

### Booking

A deposit equal to the cost of the first night's accommodation is payable at the time of booking. For stays of one night only, full payment is required on booking. Single night stays are subject to availability and at the owners' discretion.

We can accept payment of the deposit by credit or debit card securely by phone or online via our booking system. American Express cards are accepted via phone only and attract a £2.00 surcharge. There is no surcharge for other cards.

The full balance for the remainder of your stay is payable **on arrival**, when we can accept payment by card or cash (Sterling). Please note, we are unable to accept payment by cheque.

### Cancellation

If *you* cancel or alter your booking the following cancellation policy will apply:

If cancellation occurs 21 or more days prior to your arrival date we will refund your deposit less a £20 deduction to cover administration and card charges. Refunds will only be made after bank clearance of your deposit, normally within 7 working days.

No refund will be given if cancellation occurs within 21 days of your arrival date.

If your arrival is delayed beyond your expected date please let us know so that we don't re-let your room. In the case of delayed arrival or curtailment of your stay the full booking fee will be charged and no refund will be made.

We realise that holiday cancellations are usually unforeseen and can be for serious personal reasons. We strongly recommend taking out travel insurance to cover the full cost of your holiday as no exceptions can be made to the above terms and conditions.

All bookings are accepted on the understanding that accommodation will be available for the period booked unless we are unable to provide any accommodation due to circumstances beyond our control e.g. accident, serious illness, damage to property or other emergency.

If we have to cancel your booking we will contact you at the earliest opportunity and your deposit will be refunded in full. In addition, if this cancellation is within 7 days of your arrival, and we are in a position to do so, we will endeavour to identify alternative local accommodation to meet your needs. We will not be liable for any additional costs incurred by you in acquiring alternative accommodation and the refund of your deposit will end our liability with regard to the original booking.

### Arrival and departure

Check in time is between 4.00pm and 6.00pm. If you are likely to arrive outside of these times please let us know well in advance so that we can make sure we are here to greet you. We ask that you vacate your room and check out by 10.30am on the day of departure.

### Breakfast

Breakfast is served in our Breakfast Room between 8.00-9.00am Monday – Saturday, and 8.30-9.30am on Sundays. We are unable to take orders for breakfast outside of these times unless by prior

arrangement. Breakfast is not served in guest rooms. Please let us know if you have any special dietary requirements before the day of your arrival.

In the event that we are unable to provide a cooked breakfast e.g. due to equipment failure, power loss etc, a continental style breakfast will be provided and a refund of £5 per person/day will be made. Should we be unfortunate enough not to be able to provide any breakfast service, a refund of £10 per person/day will be made to enable you to buy a meal at one of the many establishments in the village. Please note the above arrangements are in exceptional circumstances only and may not be taken as an alternative.

## **Children**

We regret that we are unable to accommodate anyone under 16 years of age.

Please be advised that as Boscombe B&B is also our family home there may be younger children of close family staying at the house occasionally.

## **Pets**

Sadly, no pets are allowed to stay.

## **Smoking**

For the comfort of all our guests Boscombe B&B operates a strict no smoking, no e-smoking policy anywhere on the premises, including the garden and drive. Smoking in a guest bedroom will result in the guest being asked to leave immediately and will incur a £200 room recovery charge in order for us to restore the room back to a smoke free condition. This fee may be charged retrospectively if evidence of smoking is found after check out.

## **Damage and breakages**

You are responsible and liable for any breakages that you cause to the premises or its contents. Please report any incidents to us as soon as they happen as we can often minimise damage if we act quickly. We realise that accidents happen and will not normally charge for minor breakages or spills, but we reserve the right to charge for repair or specialist cleaning if damage is significant. The decision regarding degree of damage is entirely at the owners' discretion. In the case of irreparable damage, missing or badly soiled items we operate a new for old replacement cost policy. An additional charge of £100 may be made if you do not report damage during your stay as this will affect our ability to re-let the room.

## **Safety and security**

Guests are expected to make themselves aware of the fire safety procedures and security information provided in the rooms. Guests should not undertake any activity that may cause risk of fire or injury to themselves, others or property. Please keep any keys issued to you in your possession until you check out. Unfortunately, we have to charge £20 replacement cost for the loss of any keys. Please note that we do not accept any responsibility for the security, loss of or damage to guest valuables or vehicles. If we find any lost property we will make all reasonable efforts to locate the owner and return it. If you realise that you have left something behind please let us know as soon as possible. Any lost property that we cannot return will be disposed of after one month if not reclaimed.

## **Access**

Although Boscombe B&B is located just a short level walk from the village centre, the house itself is built on a sloping site and access to the ground floor entrance is via a flight of steps in the garden. The Breakfast Room is on the ground floor but all guest rooms are at first floor level. Our location might make access difficult for people with restricted mobility. A full access statement is available on request. Please contact us for further details.

## **Contact details**

Proprietors     Andrew and Lynn Marshall  
Telephone     01726 430689  
Mobile         07477167663  
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