

## 1. WHO WE ARE

### REGISTRATION NAME

Crowndell Consulting Ltd

### PLACE OF REGISTRATION

United Kingdom

### REGISTERED OFFICE ADDRESS

Lewinnick Lodge, Pentire Headland, Newquay, TR7 1QD

### REGISTERED NUMBER

033832224

## 2. AVAILABILITY

The offer of any room is subject to the room being available on receipt of reservation.

## 3. DEPOSIT

Standard reservations:

A deposit of 50% will be required to confirm your booking and the rest of the accommodation will be taken at check-in. If a booking is cancelled over 5 days before the arrival date, the deposit will be returned.

Regretfully, bookings cancelled within 5 days of arrival will be subject to loss of prepaid deposit.

Non-refundable reservations:

Full payment will be required to confirm your booking. Regretfully, any cancellations after the date of reservation will be subject to the loss of the full cost.

## 4. CAR PARKING

We have a free carpark available on site.

## **5. CHILDREN, ADDITIONAL BEDS AND SINGLE OCCUPANCY**

Children under 3 years old (sleeping in a cot) stay free of charge in their parents' room, while those over 3 (children and adults) are charged £15 per night. All prices include VAT and are subject to change. A £15 discount is applied for single occupancy of a double room.

One of our Sunset and Sunrise rooms can be booked as a suite with the adjoining double or twin room. A 10% discount will be applied when booking as a suite configuration.

## **6. PETS**

Well behaved dogs on leads are welcome in our bar and outdoor areas. They are also welcome in certain rooms and are charged at an additional £20 per room, per night (please check with hotel directly if you wish to book a dog-friendly room). Please note that they remain your responsibility throughout your stay and that any damage caused to our property whilst on the premises will be charged to you on departure. Guests are also asked not to leave pets unattended in their room.

## **7. V.A.T.**

VAT is included in all prices.

## **8. MEALS AND REFRESHMENTS**

We serve breakfast from 8am – 11am. Our main menu is served from 12pm -10pm, with lunch specials between 12pm – 4:30pm and evening specials from 5:30pm – 10pm. Meal times are subject to occasional variation. During our busiest times, there may be a wait for a table.

## **9. VALUABLES**

The proprietor cannot be held responsible for cash or valuables lost.

## **10. FIRE SAFETY**

The Hotel is up-to-date with its fire precautions and has been granted a fire certificate. Guests will find information on fire safety procedures on the back of bedroom doors.

## **11. ARRIVALS AND DEPARTURES**

Bedrooms are usually available from 3pm local time on the day of arrival. Check out is by 11am local time. There may be occasions, at times of high demand, when our guests can check in and use all the hotel facilities, but the bedroom is still being prepared.

## **12. DDA**

Please advise us of any special access needs that you may have as early as possible to ensure that we can provide the appropriate service upon your arrival.

### **13. SPECIAL OFFERS**

Special offers cannot be used in conjunction with any other offer. If conditions are not met the standard tariff will apply. Please be aware selected dates may not be available for special offers.

### **14. BEHAVIOUR**

We ask guests to please be respectful of others staying in the hotel. Behaviour of guests and their visitors should not be excessive or rowdy and must not cause embarrassment to fellow guests. Those who cause disruption or damage may incur a compensation penalty as a result of their actions, or a member of the party or visiting friends. This includes damage to hotel buildings, fixtures and fittings.

### **15. GROUP BOOKINGS**

Please inform the hotel before arrival if you are travelling in a group of six or more. We reserve the right to refuse unauthorised groups. Should there be any inappropriate behaviour by the group after check-in, we reserve the right to discontinue the reservation without refund.

### **16. SMOKING**

Smoking is strictly forbidden in all guest bedrooms. A penalty of £250 will be charged in the case of smoking. Smokers are asked to use the outdoor smoking areas provided at the hotel for visitors and guests.

### **17. REFURBISHMENT**

The hotel continually strives to improve levels of comfort and the quality of services in all areas. Any impact of refurbishment works will be minimised during your stay. Guests will be notified of any extensive works taking place during their stay prior to arrival. After check-in, we will no longer be liable to give guests refunds in respect of the same.

### **18. CCTV**

CCTV is in operation in the public areas of the venue and in some staff areas and video recordings may be made. This activity is carried out for security for all our guests and staff and guests can request further information on data security under the GDPR.

### **19. FORCE MAJEURE**

Crowndell Consulting cannot accept responsibility or pay any compensation where the performance or prompt performance of the contract is prevented or affected by reason of circumstances which amount to "force majeure". These circumstances include any event which we could not, even with all due care, foresee or avoid, including the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your stay) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, fire, adverse

weather conditions, war or threat of war, actual or threatened terrorist activity, epidemic and all similar situations beyond our control.

## **20. GENERAL INFORMATION**

All details are correct at time of going to print. However, these may be subject to change from time to time as necessary and required.

While every effort has been made to ensure information set out on our websites and within our marketing campaigns is accurate and up-to-date, we cannot accept responsibility for any errors or omissions. We also reserve the right to vary, amend, supplement or cancel any of the information or offers featured on our websites or email campaigns or otherwise at any time.

For the avoidance of doubt, nothing in these terms and conditions shall operate to attempt to exclude or limit Crowndell Consulting's liability for the death or personal injury of any person caused by the negligence of Crowndell Consulting or its employees, servants or agents or to attempt to exclude or limit Crowndell Consulting's liability in any manner which would be unlawful.

## **21. COMMENTS & COMPLAINTS**

As a valued guest, we wish to ensure you enjoy your stay with us. To help us continue to maintain the high standards we strive to achieve, please complete a feedback form at the end of your stay. These forms are monitored daily and help us to ensure appropriate action is taken to reward any positive feedback and resolve any negative comments.

However, if there is anything that you are unhappy about please inform us, so that it may be dealt with as early as possible. Guests are asked in the first instance to alert the duty manager at the time of their stay so that an attempt can be made to resolve it immediately in the interests of all parties.

These terms and conditions shall be subject to the laws of the jurisdiction in which the hotel for which you make your booking is situated.

## **22. CANCELLATIONS**

In the unfortunate instance that a booking needs to be cancelled, the following policy applies:

Standard reservations:

- If a booking is cancelled over 5 days before the arrival date, the deposit will be returned.
- Regretfully, bookings cancelled within 5 days of arrival will be subject to loss of prepaid deposit.

Non-refundable reservations:

- Regretfully any cancellations after the date of reservation will be subject to the loss of the full cost.

Covid policy:

- If you are unwell or are within a local lockdown area, please do not travel to our venue. Please let us know as soon as possible and we can arrange to move your dates, subject to availability & rate increases may apply.

Cancellation Insurance: Guests are strongly recommended to seek holiday cancellation insurance from a reputable provider in order to cover any loss of deposit or incurred cancellation fees.