



## TERMS & CONDITIONS

### **STANDARD TERMS & CONDITIONS** (for all accommodation bookings)

Please ensure you have read our terms and conditions of payment. These have been designed to protect your rights as a customer as well as our rights as a business.

#### **Payment and deposit**

A non-refundable deposit of one night's accommodation is payable at the time of booking if this is made over 4 weeks prior to arrival, otherwise full payment will be required. No bookings can be confirmed until this payment has been received by Trevose Ltd. The deposit will be credited against your final account.

The outstanding balance must be paid 28 days prior to arrival.

Any no-show will be charged 100% of the total accommodation fee.

#### **Online Bookings**

For online bookings only-the first night's stay will be processed at the point of booking, and the confirmation email will be sent by the team once the booking has been checked (within 24hrs). Balance payment will automatically be processed 28 days prior to your arrival from the card provided on the booking form. If you are arriving within 28 days, the balance payment will be taken when the booking is received by the team. Your email confirmation from us will show your payment.

#### **Cancellation**

For cancellations within 28 days of arrival a 100% charge of your total booking will apply. All deposits are non-refundable.

Refunds cannot be made for rooms that are not occupied for the full period that has been booked.

#### **Covid 19 Amendments**

Should the booker or any of the party test positive for Covid 19 prior to arrival, on presentation of the positive NHS test certificate we would be able to defer your booking to another date. Please note that this will be dependent on availability and may be subject to price change (seasonal variations). Alternatively, your booking can be placed on hold until mutually agreeable dates can be found.

We recommend that you purchase cancellation insurance from a reputable service provider as we do not provide cancellation insurance ourselves.

We reserve the right to charge an administration fee for any changes/moving/altering of bookings.

#### **Booking agreement**

It is your sole responsibility to ensure that no more than the maximum numbers of persons, as stated on the website/booking details, occupy a property during your booking. The owner reserves the right to refuse admittance or to require you to ensure that some people leave the accommodation if they believe you are in breach of this obligation. No refunds will be given if admittance has been refused for this reason.

No sub-letting is allowed.

No caravans or tents are permitted on the Company's property.

## **Arrival and departure**

Check-in is from 4:00pm but guests are welcome to use the club's facilities if arriving early. On your day of departure, please vacate your room and any designated parking area by 10.00am. Departing guests are welcome to use the facilities on their day of departure. We request that all accommodation is left in a clean and tidy state.

Anyone intending to arrive after 5.30pm is to telephone reception in advance to get a code for the key box where their accommodation key will be stored. On your arrival in your accommodation, you will be provided with a tea and coffee welcome pack, as well as a short supply of dishwasher tablets and a toilet roll and bodywash in each bathroom. Please note any further provisions of this nature, it is the guest's responsibility to provide.

## **Leisure facilities**

### Golf:

Residents must book all golf in advance and register at the Pro Shop prior to play. Green fee tags must be displayed on your golf bag at all times. Green fees can be added to your account and settled on departure. Trevoze Ltd accepts no liability for any personal injury suffered whilst playing golf (players are advised to ensure they have adequate personal liability cover, as Trevoze Ltd does not provide such cover for visiting players).

### Fitness Studio:

Residents are permitted to use the onsite fitness studio at no extra charge. Trevoze Ltd accepts no liability for any personal injury suffered whilst using the fitness studio. While using the facilities you accept responsibility for your state of health and physical condition. You should not take part in any physical activity that you may not be fit for.

### Tennis and swimming:

Tennis courts must be booked at reception up to one day in advance. Payment for all bookings can be added to your account and settled on departure.

Residents are granted free access to the swimming pool. Please note that whilst there will be a pool attendant during opening hours in the month of August, Trevoze Ltd accepts no liability for any personal injury or accident. All children under the age of 16 must be accompanied by an adult if using the swimming pool.

### Children's play area:

We have a children's play area, and we ask that children are supervised by an adult at all times when using this facility. Trevoze Ltd accepts no liability for any accidents caused during the use of this area.

### Wi-Fi

While Wi-Fi is an advertised facility, please note that its provision is subject to availability and network conditions. It may not be available 24 hours a day.

### Personal loss or damage

The Company shall not be liable for loss or damage to any property belonging to the occupants in any of the accommodation however such loss or damage may be caused.

### Rates

Discounted rates and special offers are subject to availability. Your room rate will be confirmed at the time of booking; we regret that we cannot change the rate or terms of your stay once a booking has been confirmed.

## **VAT**

VAT is included at the current rate but these prices are subject to change if VAT rises above 20%. The effective rate of VAT is determined by the rate at the time you make a payment to us. If VAT

rises after you have made a deposit payment on your stay, the balance of your charge will be increased to reflect the increase in the rate of VAT, if that rate is above 20%.

### **Maintenance & improvements**

As the Club is open all year round, you may find that there is necessary maintenance, development or refurbishment work taking place during your visit. We will endeavor to keep any noise and inconvenience to a minimum.

### **Smoking**

Smoking is strictly prohibited in all accommodation and inside areas of the Club. If any member of the party smokes in the property you will be liable to pay an additional charge.

### **Noise**

Residents are requested to turn down the sound of televisions and music between 10pm and 8am.

### **Damage**

You agree to pay for any damage the party causes to the property including the contents of the property (excluding reasonable wear and tear). You will be invoiced for the full costs incurred in rectifying any damage caused by the party.

Should any damage caused by the party to the property result in a cancellation of a future booking you shall be held liable for losses incurred due to any cancelled future bookings.

### **Your responsibilities**

For the whole period of your stay at Trevoze, you will be responsible for the property and will be expected to take reasonable care of it. The property and all equipment and utensils should be left clean and tidy at the end of your stay, including the loading and running of the dishwasher if applicable. If the property is not left clean and tidy you will be required to cover any additional cleaning charges.

Should there be any health or mobility difficulties which may affect a member of the group, this must be pointed out at the initial enquiry/booking stage so that the suitability of the accommodation can be assessed.

### **Pets**

Trevoze is a dog friendly complex. Should you choose to bring your dog, it must be booked in with us prior to your arrival. We do not allow dogs on the furniture or beds. All dogs must be kept on a lead while on the golf course. They are not permitted inside the clubhouse/restaurant or at the swimming pool/children's play area. A maximum of 1 dog in a Dormy Flat and 2 dogs in all other units are permitted. There will be a supplemental charge per dog per night, and they must be booked in prior to arrival.

Bookings that include pets are taken on the condition that all flea and worming treatments are up to date. You are not permitted to leave pets unattended at the property at any time.

You as the pet owner will be responsible for removing any evidence left by your pet and reimbursement for any damage caused. A minimum of £100 additional cleaning charge may be applied where appropriate if the accommodation or garden areas are not left in a clean and tidy condition. This would be in addition to any damage costs that may need to be recovered. Each accommodation unit is provided with a vacuum cleaner and ask guests to please clean the accommodation regularly during their stay. Please show consideration for guests visiting after you have vacated.

### **Electric vehicle charging point**

We strongly advise that you only use the designated charging point and manufacturer approved cables for charging any vehicle during your stay. We reserve the right to charge a fee for this service. Can we please ask that you pre-book your charging slot wherever possible as demand for this facility has increased and would not like to disappoint you. We also reserve the right to charge

an additional fee if charging is felt to be excessive and or refuse charging if we do not think it is safe/suitable to do so.

**Miscellaneous**

No washing, clothes, or other articles shall be hung or exposed outside any of the accommodation.

All visitors are subject to the rules of the Club which are displayed in the Clubhouse.