

The Upper Deck B&B terms and conditions are as follows:

Prices are shown per double room, per night and are inclusive of breakfast for two persons, parking for one car and wi-fi. The single occupancy rate applicable to all rooms is a 10% reduction on the standard double room price.

A minimum of 3 nights stay is strictly applied at bank holidays and a minimum of 2 nights at weekends, particularly in June, July, August and September. Single night bookings are subject to availability and will be accepted entirely at the owners' discretion. Where circumstances exist to accept one night bookings a surcharge of £20 may be applied.

Bookings and Payment of Deposits.

Reservations cannot be guaranteed without pre-payment of an agreed deposit. Deposits will be charged at 25% of the total sum due, with the full balance being payable 3 weeks before arrival.
(See cancellation policy and insurance information below).

Cancellation, Curtailment and Amendment Policy.

By confirming your reservation by paying a deposit, you accept the cancellation terms and conditions as below, and our agreement becomes a legal binding contract.

In the event of your cancellation/amendment/curtailment every attempt will be made to re-let your room. However in line with industry standards where a room is not re-let we operate the following policy:

- a) When cancellation or alteration occurs 21 or more days before your stay, we will refund your whole deposit minus £25 deducted for admin & card transaction costs.
- b) When cancellation or alteration occurs less than 21 days before your stay and we have been able to re-let your room for the whole period of your reservation, we will refund your whole deposit minus £25 deducted for admin costs.
- c) When cancellation or alteration occurs less than 21 days before your stay and we have not been able to re-let your room, the full price (deposit and balance) for the whole duration of your reservation will be due.

Please Note: No exceptions will be made to the above terms and conditions. We realise that no reason for cancellation is ever a nice one and can often arise because of devastating personal

circumstance. Therefore please take away any worry about the costly problem of cancelling your reservation by taking out Travel Insurance, however unlikely you think your cancellation may be. Travel Insurance will cover you for your deposit and the cost of the holiday.

Please ensure you are properly insured - as you would for any other type of holiday. Travel insurance for UK based holidays can be arranged for less than £10.00 per couple per week (with no excess).

For a variety of competitive UK holiday insurance quotes check out www.comparethemarket.com or www.gocompare.com

Check in and Check out Times.

Arrival time is between 5.00pm and 6.00pm. If you are likely to be significantly earlier or later than this please let us know in advance. Check out from your room is by 11.00am on the day of your departure. If you require a later check out please ask us first to confirm it is convenient. Unarranged late checkouts will incur a charge of £25 per hour or part of an hour, which may be charged to your card.

Breakfast

Please advise us of any dietary or other special requirements prior to your arrival. Continental or freshly cooked breakfast will be served in your room between 8.30am and 9.30am daily. If you request an earlier breakfast because of an early departure please inform us so arrangements can be made.

In the unlikely event of breakfasts not being available at the B&B a £10 refund per person will be made. Breakfast is available at other hotels and cafes in Marazion if the need arose.

Take away food

Guests must not bring take away food, fish and chips, pizza's etc. into their bedrooms. Spillages on bedding results in difficult stains and dry cleaning bills which may be added to guest bills. Thank you for respecting this.

Non-availability of Accommodation

In the event that your accommodation becomes unavailable for reasons beyond our control, so that we were obliged to cancel your reservation, we would attempt to offer and arrange alternative

accommodation of a similar or higher standard. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for your stay at the Upper Deck. Our liability would not extend beyond this refund.

Damages and Breakages

Please take care whilst staying at our property. You are responsible and liable for any breakages or damage which you cause to the accommodation or its contents. Please report these as soon as they occur, especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. We do not normally charge for minor breakages, but we reserve the right to make a charge to the guest's credit / debit card, or we may send you an invoice, for repair or making good if the damage or breakage is significant. In the case of non-repairable damage, missing or soiled items we apply a new for old replacement cost policy. We may make an additional charge of £100 if you did not report this at the time of your stay.

Safety and Security

Guests must follow instructions with regards to safety of themselves and others at all times. Guests are expected to make themselves aware of fire evacuation procedures displayed in your room and in the information folders, and not undertake any activity that may cause risk of fire or injury to self, to others or to property.

Guests must ensure when leaving the property that the front door is closed and locked properly behind them using the key, and also take precautions to secure their property and ensure the stairs and other fire escape routes stay unobstructed at all times. Please also ensure that the key issued to you remains in your possession until the time of your departure when it must be handed back to the owners/staff. If you lose your key and we are obliged to change locks the cost will be charged to your card.

Please note we do not take any responsibility for the security of your vehicle or valuables.

Under the Hotel Proprietors Act 1956, a hotel proprietor may in certain circumstances be liable to make good any loss of or damage to a guest's property even though it was not due to any fault of the proprietor or staff of the hotel.

This liability however—

- extends only to the property of guests who have engaged sleeping accommodation at the hotel;
- is limited to £50 for any one article and a total of £100 in the case of any one guest, except in the case of property which has been deposited, or offered for deposit, for safe custody;
- does not cover motor-cars or other vehicles of any kind or any property left in them, or live animals.

Lost Property

Should any guest lose any belongings during their stay or incur damage to their property, the provision of the Hotel Proprietors Act 1956 may apply. If we find any lost property, we will make every reasonable effort to contact the owner, but if we cannot locate the owner or an item is not reclaimed with 1 month of the guest's departure it will be disposed of.

We ask guests to contact us as soon as they suspect they have left an item behind.

If a guest requires an item of lost property to be returned to them by post, then normal postal charges, plus a minimum charge of £5 will apply and must be paid by the guest in advance of posting.

Children & Pets Policy

We regret that we are unable to accommodate children under 12 years old.

We regret that we are unable to accommodate dogs or pets of any description at any time. Registered guide dogs are welcome.

Although we do not accept children or pets, guests are advised that Britannia House is also our family home and that from time to time there may be children under 12 years old and pets on our premises; however in all cases they will be children or pets of our family or close family friends.

Wi-fi and Mobile Phones.

Although we have free superfast broadband, Wi-fi connection and mobile phone signals cannot be guaranteed at Britannia House. Connectivity is the sole responsibility of network providers and therefore beyond our control. B&B Bookings are not accepted upon the promise of wi-fi or mobile phone connectivity.

Discrimination

It is the policy of the Upper Deck Bed and Breakfast not to discriminate on the grounds of race, ethnicity, gender, age, religion,

marital status, disability or sexual orientation. Guests and all staff or sub-contractors engaged by or on behalf of the Bed and Breakfast are expected to adhere to this policy and the Bed and Breakfast owners may, without incurring any liability, remove from the Bed and Breakfast any person or persons, including paying guests, offending against this policy.

Guest Behaviour

Guests are requested to keep noise levels and behaviour to an acceptable level for the sake of others staying at our home. The Bed and Breakfast owners reserve the right to judge acceptable levels of noise or behaviour of Guests, who upon request must curtail their behaviour to an acceptable standard. In the event of failure to comply with reasonable requests, the owners may terminate the booking immediately and request the offending guests to leave without being liable for any refund or compensation.

Access Statement

Our disability access statement can be found on our website, or can be sent to you by e-mail on request.

Car Parking

The Upper Deck does not have its own on-site parking and there are yellow lines outside, but it's usually fine to stop briefly to unload your bags. A parking permit is provided to park one car at a car park, approximately a 3 minute walk away.

Smoking Policy

At The Upper Deck we operate a strict 'No Smoking' policy in the building this includes 'e-cigarettes'. It is against the law to smoke in the B&B premises. Guests failing to respect the no smoking rule will be asked to leave without refund.

Data Protection

The Upper Deck B&B holds your enquiry and booking records information on computer and other manual filing systems. We use this data to maintain booking and financial records and for our own marketing newsletter purposes. We DO NOT pass or sell this information onto any other organisation or third parties. From time to time we send out newsletters, however there is a facility for recipients to unsubscribe from newsletters if so desired.

Terms and Conditions of Reservations (w.e.f June 2017)