APARTMENT TERMS & CONDITIONS

Polzeath Beach House is situated at Atlantic Mews, New Polzeath, Cornwall PL27 6US.

ARRIVAL & DEPARTURE

Your apartment will be ready from 4 pm on the day of arrival. Should you arrive early, you are welcome to use the Hotel's facilities whilst you wait. We will call you as soon as your apartment becomes available. In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference and their passport, identity card or driving licence. On your day of departure, use of your apartment is available until 10 am unless otherwise arranged with Reception. Reception only operates between the hours of 9am – 5pm. Please ensure that we have up-to-date contact details for you to prepare for your check-in. If you are arriving anytime after 10pm please email or call reception to request late arrival instructions. Early check-ins and late check-outs are available on request at the discretion of the housekeeping team. This service is limited, and we would need as much notice as possible.

AVAILABLE RATES

All of our apartments are privately owned, and rental rates are agreed upon in advance with the respective owners. As such, the rates published are fixed and non-negotiable. We are unable to offer alternative pricing outside of those advertised.

BOOKING AGREEMENT

Upon booking, a non-refundable deposit of 25% of your stay is payable, unless it is a special offer which is payable in full. This will secure your reservation.

The remaining balance is due 31 days before your arrival. You will receive a pay link to pay your final balance. We reserve the right to utilise the PCI (payment credit industry) transaction code from previous payments for any outstanding balance in the event of cancellation or non-attendance.

Should you need to cancel your reservation please email Reservations at bookings@polzeathbeachhouse.co.uk. Any cancellation made within 31 days prior to arrival will result in 100% of the total cost for the stay payable.

All rates featured on the Website or quoted by telephone or otherwise are offered subject to availability and we reserve the right to refuse any booking for good reason. If, due to exceptional circumstances, we are forced to cut your stay short, we will reimburse you in full for nights not taken and make every effort to find you alternative accommodation. We cannot be held responsible for any further costs incurred by you as a result. For the avoidance of doubt, your booking price does not include any incidental charges which you may incur during your stay. Such charges will be payable by you on your departure and in the event that you fail to pay any such incidental charges you irrevocably authorise us to debit your credit or debit card the full amount of any shortfall.

We strongly advise pre-booking tables in the restaurant (particularly for evening meals) as we cannot guarantee a table in the restaurant for guests. You can make any table reservations via reception. Rates which include breakfast offer a choice of cooked breakfast in The Atlantic Kitchen and Bar with tea or coffee, unless stated otherwise. There is no refund for meals which are not taken

CANCELLATION POLICY

All cancellations must be confirmed via e-mail to bookings@polzeathbeachhouse.co.uk If you do not receive an acknowledgement, please telephone Reception to ensure that your email has been received and noted. Without written notification that your cancellation is acknowledged by us, the full charge will be deducted. The 25% deposit is non- refundable. If the booking is cancelled before 31 days of arrival, your deposit will be retained however, the outstanding balance will be waived. Any cancellation made within 31 days prior to arrival will result in 100% of the total cost for the stay payable. All special offers are paid upfront in full and are non- refundable from the point of booking. We reserve the right to utilise the PCI (payment credit industry) transaction code from previous payments for any outstanding balance in the event of cancellation or non-attendance.

PAYMENT OF OUTSTANDING BALANCE

If any balance remains outstanding 28 days prior to the date of arrival, we reserve the right to charge the payment card provided at the time of booking, using our PCI-compliant payment system.

CAR PARKING

There is free parking available at the front of the Atlantic Bar and Kitchen on a first come basis all year round. During the months of March to October, parking regulations are in force in Polzeath. You can park to the rear of the Hotel to unload on arrival. Alternatively, there is a car park just before Atlantic mews. You can download the JustPark App and search for location number 8229 to pay. The pay-to-park carpark also features and electric vehicle recharging point.

DAMAGE

A full inventory check of the room is taken prior to your arrival. We reserve the right, and you hereby authorise us to debit any costs for damage or missing or broken items.. The PCI (Payment Card Industry) Code will be utilised. A photographic record will be sent to you with a list of the costs of replacement. In the event there is significant damage discovered after your occupation, this will be photographed and sent to you and the cost of replacement or other necessary works confirmed to you in writing.

CLEANING

Please ensure the apartment is returned to us in a similar condition as found by you on arrival. In exceptional circumstances, we reserve the right to charge an additional cleaning fee to restore the room to its former condition. If there is any damaged or missing items in the rooms during your stay, we will issue an invoice for the costs that will need to be covered. Apartments are not cleaned throughout your stay. You may book a mid-stay clean for an additional cost. Please speak to reception to enquire further.

Before departing, we would be very grateful if you could please assist with the following:

- Load and start the dishwasher- if you require extra tablets please ask at reception.
- Place any general waste in black bin bags into the bins next to the Surf Shack. Please ensure all waste including glass and cardboard (flat packed) is put into black bin bags, our waste company separate all recycling at their site.
- Check that your fridge, freezer, and cupboards are empty.
- Close balcony/terrace doors and any windows before leaving.

Upon departure, please leave your keys with reception.

COMPANY

The Company that owns Polzeath Beach House is The Camels Back Limited,4 St Mary's Arcade, Wallingford, Oxfordshire, OX10 0EY. Company Registration No. 08106223. VAT Registration No. 614567731.

DATA PRIVACY

Please click here see our separate policy document.

DOGS

Dogs are not permitted in our apartments at this time. We do have dog-friendly hotel rooms; if you would like to explore this option, please call reception.

GUESTS WITH IMPAIRED MOBILITY

The Hotel has a dedicated bedroom including a wet room that is suitable for wheelchair users or other similarly impaired mobility. A lift is available to access all floors in the building. Reception can assist with parking in Disabled Parking Bays a short walk away. Guests with impaired mobility or other requirements should check with the Hotel in advance that their requirements can be met. Please call Reception direct for details.

LIMITED LIABILITY

Polzeath Beach House will not be responsible for the loss or damage of any property left in the building Hotel other than as required under the Hotel Proprietor's Act 1956 or any other applicable law. Polzeath Beach House 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, electrical or otherwise, or exceptional weather.

SMOKING/CANDLES/BBQs

The hotel is entirely a non-smoking building, including the terrace. Smoking in a room will incur a deep cleaning charge of £200 to render the room smoke-free again. We reserve the right to request the return of a room or apartment if this occurs again during your stay. No

compensation for pre-payment will be available. Please do not use candles in your apartment as these are not permitted under our insurance. No BBQs are permitted on balconies or anywhere in the building as they represent a serious fire hazard.

SURF SHACK

The Surf Shack is made available free of charge for you to use during your stay. There are storage racks for surfboards and bodyboards. There is no capacity for SUP's and these must be deflated before storage. We reserve the right to remove these from the Surf Shack if stored fully inflated. The drying room, racks and showers are for your use entirely at your own risk. All children under 16 must be accompanied by an adult at all times. Please do not bring any surfboards or wet suits into the Hotel building. These must be stored in the Surf Shack.

VAT

VAT is included at the current rate of 20% These prices are subject to change if the rate of VAT is changed. The effective rate of VAT is determined by the rate at the time you make a payment to us.

WEBSITE INFORMATION

While all reasonable efforts have been taken to ensure the accuracy of the information on the Website, Polzeath Beach House does not accept responsibility for errors or omissions and reserves the right to amend, cancel or vary any of the arrangements featured on the Website without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular product. The content of the Website is the copyright of Polzeath Beach House, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent. The Website is operated by Polzeath Beach House. Hyperlinks to third-party websites are provided for your convenience. We cannot accept responsibility for the content or use of third-party sites.