

Terms of Booking & Booking Deposit

Bryher, Mount Flagon, Porthloo, St Mary's, Isles of Scilly.

By placing a booking with us (the property owner / his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set out. During your stay you agree to abide by the subsequent conditions as set out. If you have any questions about booking with us, please contact us before making a booking.

To place a booking with us the lead guest must be at least 16 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance, this deposit amount is 25% of the total rental cost. Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set out here within.

Payments can be made by digital bank transfer or cheque. Any charges raised against us by our banks for handling dishonoured cheque's, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

Check-in & Check-out

Guests must check-in and check-out by the times stated below;

- Check-in from: 16:00pm on day of arrival
- Check-out by: 10:00am on day of departure

Cancellation, Returned Deposit & Non-Arrival Conditions

Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

- Cancellation made within 24 hours of booking = Full deposit refund, thereafter the deposit is non refundable.
- Cancellation made 6 weeks or less of arrival date = No refund issued, full amount of booking due.

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys will incur a replacement charge per key.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking-out. We may offer to post lost items via recorded delivery at the cost of the guest, otherwise collection can be arranged.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is not permitted in the accommodation and is in accordance with the Health Act 2006.

Pets & Service Dogs

We accept 1–2 small, well behaved dogs for which there is an extra cost. They should be kept on the ground floor and not left in the property alone. As a respect to other guests, please do not allow your dog to roam free within the grounds or to foul the gardens.

Accessibility Statement

Our accessibility and access statement can be found on our website.

Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.