

## The Swiss Cottage - Terms and Conditions of Booking

*Please read the following terms and conditions of your holiday with us at Swiss Cottage before you complete, sign and return your forms to us.*

- On your initial contact with us a Provisional Booking is made in your name for the dates/rooms required.
- Your booking form will be sent or emailed to you along with a copy of our Terms/Conditions.
- The Provisional Booking will be held for 7-10 days, after which we will re-let rooms if you have not returned your completed forms or contacted us.
- A **Non-Refundable Deposit** of 25% of your Accommodation + Full Ferry Cost is required.
- On receipt of your completed forms and deposit your booking is confirmed and your Car Ferry secured.
- **A Legal Contract between both Parties is now in place** and all cancellation fees will apply.
- Please inform the Owners of any Dietary or Medical Conditions of any member of your party prior to booking to ensure that we are able to accommodate and cater for all of your needs.
- Special Diets: Guests who are **Gluten Free**, we will cater to your needs as best we can, however, guests are asked to provide any specialist items. We provide **Soya/Skimmed Milk** on Request.
- We ask guests to notify us of any allergies/special requirements prior to booking.
- Please note that we do not cater or have facilities for children under the age of 13 i.e. Cots, High chairs etc
- Any Ferry Sailings are booked in the Lead Name unless designated driver named and we aim to book as close to the times indicated on the booking form.
- A Holiday Confirmation with full details and costs of your holiday will be posted/emailed thereafter.
- Invoices for the remaining Balance will be sent approx **6 weeks** prior to your arrival and we kindly request payment of Balance **4 weeks** prior to the commencement of your holiday with us.
- Payment of Deposit and Balance is accepted by **Cheque** or **Bank Transfers/On Line Banking**.
- We do not have the facilities to process Credit/Debit Cards. Our full Account Details can be found at the foot of the Booking Form.
- Bank Transfers/On Line Banking is a more convenient and preferred method of payment, as it carries No Cost to Guests or us within the UK.
- International/European Transfers may carry Bank Charges of approx **£7.00** per transaction by your/our Bank which you are responsible for.

### **Last Minute/Late Bookings**

- For late bookings taken within **4 weeks** of the arrival date, **Full Payment** is required.
- Last Minute Bookings within **14 days** of arrival, Full Payment via **Bank Transfer** is required.
- Payments made in **Cash**, are at the **Owners discretion** and are required on the day guests arrive.

### **Cancellation of Holiday**

- We reserve the right to refuse entrance and retain full payment if the number of your party exceeds that given on your booking form per room or any children under our limit of 13 years (unless with prior agreement)
- **It is the Responsibility of the Guests to ensure they have appropriate & adequate Holiday Insurance** to cover any unforeseen charges/fees incurred.
- A Holiday Insurance Application will be sent to you on request.
- Although we will endeavour to fill your dates, any claims for a Full or Part Refund of Monies paid should be through your Holiday Insurance Broker.
- A percentage of your holiday cost maybe refunded, if already paid in full, depending of the time scale, but not in conjunction of any claims through a Holiday Insurance Broker. **This will not include - Deposit**
- **Refund of Travel Costs will be dependent on the Ferry Company's Terms & Conditions.**
- You are Liable for the following Charges to the Swiss Cottage for cancellation of your Holiday:

### **Cancellation of your holiday**

**If you do unfortunately Cancel, you will lose Your Non Refundable Deposit.**

**You may also lose Any Ferry Costs Incurred as they are payable directly to the Ferry Companies.**

**Thereafter you are still responsible for the Total Invoice:**

**40% of balance remaining or due if cancelled within 8 - 12 weeks of arrival**

**60% of balance remaining or due if cancelled within 5 - 7 weeks of arrival**

**80% of balance remaining or due if cancelled within 3 - 4 weeks of arrival**

**100% of balance remaining or due if cancelled within 2 weeks of arrival**

## OFFERS AND CONCESSION BOOKINGS

Our Special Offers and Concession Rates apply throughout our trading season, however, please note the following exceptions and criteria:

### **Senior Citizen Discounts:**

- We offer approx **10% discount** off of the full Adult price to Retired Senior Citizens.
- To qualify for this discount guests must be of **65 years+ and retired** on the date of arrival.
- This offer is not applicable during the period of: **July and August**, when full adult price will be charged.
- This discount is not applicable in conjunction with any other offer when full adult price will be charged.
- Senior Single Occupancy Charge **of 25% i.e. £11 for a Twin Room & 50% i.e. £22.00 for a Double Room per night applies during our 10 week High Season between July & August.**

### **Teenager's Discounts:**

- We offer approx. **15% discount** off of the full Adult price to Teenagers,
- To qualify for this discount teenagers must be between **13 and 15 years of age**,
- They must be sharing a family suite with at least 1 full paying adult,
- 16 year olds are regarded as adults and are charged accordingly,
- Discount does not apply when children occupy a room without a full paying adult,
- Full Adult rate will be charged, (choice of full adult menu is available for £2 upgrade).

### **We Specialize in Week to Week Holidays: Stay for 7 Nights or more**

- Book for 7 nights or more on Bed & Breakfast from **March to November (other months on request)**
- All other discounts are applicable and included within the price,
- Single Occupancy Charge **of 25% i.e. £11 for a Twin Room & 50% i.e. £22.00 for a Double Room per night applies during our 10 week High Season between July & August.**

### **Short Break Offers:**

**Stay for 3 Nights and get One Extra Night FREE (you only pay for 3 Nights) Saving 25% for £123 per person.**

- This offer applies to bookings for **March to May and October & November only**,
- Offer based on Bed & Breakfast Accommodation.
- Prices based & charged at Full Adult Cost,
- Senior Citizen Discount is not applicable in conjunction with this offer,
- Not applicable during Bank Holiday Weekends or Festival Weekends,

At the time of your initial enquiry, we will ascertain and inform you of any offers and concessions that are applicable to your booking to give you the full cost of your holiday with us.

Please note our Check In time of your arrival is between **3pm and 7pm. After that a late check in fee applies at £5 per room per hour.**

Our Bar opens from 9pm to 11pm for our guests drinks or if we are not around an Honesty Bar applies.

On the day of your departure we ask that all guests check out of their rooms by **10:00am**, to allow us time to prepare the rooms for the arrival of the next guests **at 3pm**. Any extended departure required you will be charged £5 per room per hour by prior agreement with us The Owners and is at our discretion only depending on our bookings.

You are free to come and go as you please but all we ask that you vacate your rooms between **11am to 1pm**, so the Housekeeping staff and ourselves can clean and look after your room for you. Many Thanks.

All breakages/damage to equipment/rooms whether by accident or deliberate are the responsibility of the guests, who will be issued with an invoice for full cost of replacement/repair and paid for there and then.

Keith & Christine Beckett at The Swiss Cottage, 10 St Georges Road, Shanklin, Isle of Wight. PO37 6BA