



TERMS & CONDITIONS

All Guests Making A Reservation Accept the Terms and Conditions Laid Out Below.

RESERVATIONS/DEPOSITS

- Double or twin rooms are based on two people sharing however single occupancy of a twin or double room is subject to availability, rates available upon request.
- Children aged 2 or under are free of charge.
- Children aged 3-15 years sharing adults' accommodation are half price.
- We will endeavour to accommodate any special dietary requirements. Please advise us at least two days prior to arrival
- Although card details may be taken to secure the booking, all payments will be made on departure via Visa, Mastercard, or Cash, unfortunately we don't accept American Express, Solo, Switch & Diners
- Card details are taken during the reservation process and held against the booking, full payment will be taken on departure for guests staying two nights or more, payment for 1-night stays will be taken on arrival.

AMENDMENTS/CANCELLATION POLICY

- Should circumstances arise beyond our control we reserve the right to offer an alternative choice of accommodation
- The hotel reserves the right to change the tariff at any time without prior notification.
- We have a 48-hour cancellation policy. Full charge will apply to any last-minute/late cancellations.
- Group cancellations (4 bookings or more) – are liable for the total cost of the group booking within 4 weeks of arrival.

ARRIVALS/DEPARTURES

- Accommodation is available from 3.00pm on the day of arrival, however should you wish to arrive prior to this time facilities are available to store your luggage. Early check in is available from £10.00 extra per hour, earliest check in available will be 12:00pm
- We kindly request that you vacate your room by 10.00am on the morning of departure; however, facilities are available to store your luggage. Late check out is available for £10.00 extra per hour, latest check out available will be 12:00pm



PERSONAL PROPERTY

- The hotel accepts no responsibility for loss or damage to personal possessions. All items are left at the owners' risk; however secure safe keeping facilities are available at reception.

CAR PARKING

- Unfortunately, the Portbyhan Hotel doesn't have its own car park, however we will validate up to £5.50 worth of parking per day providing you book either your food or drink to your rooms during your stay,
- The nearest car park available is the 'Quay Car Park' [Up to £13.40 for 24hrs parking] which is located just a few yards from the hotel, then there the 'Millpool Car Park' [Up to £5.70 for 24hrs parking] which is located 350yds from the hotel

PETS

- With the exception of guide dogs, the hotel does not accept pets of any kind

MEALS & REFRESHMENTS

- Sample menus are available on request, meal times are subject to occasional variation and during our busiest times there may be a wait for a table

ALLOWANCES

- No allowances can be made for rooms not being occupied for the full period of the booking or for meals or any other supplements no taken

VARIATION

- The hotel reserves the right to vary or cancel the entertainment or amenities on offer if necessary

SPECIAL OFFERS

- Special offers cannot be used in conjunction with any other offers, and if conditions are not met the standard tariff will apply, loyalty credit cannot be refunded on departure, used in conjunction with any other offer or used against the original room booking, selected dates may not be available for special offers



BEHAVIOUR

- Behaviour of guest and their visitors should not be excessive or rowdy, and must not cause embarrassment to fellow guests, we reserve the right to recover any compensation payment as a result of your actions, or a member of your party or visiting friends, this includes damage to the Hotel buildings, fixtures & fittings

REFURBISHMENT

- The hotel continually strives to improve levels of comfort and quality of service in all areas. Should any refurbishment work be taking place, we will always aim to keep noise to a minimum so it's not to impact your stay

CCTV

- The hotel has CCTV in operation in the public areas and some staff areas and video recording may be made. This activity is carried out for security for all our guest and staff

SMOKING

- The Portbyhan Hotel is a strictly non-smoking hotel, any persons found smoking in the rooms will be fined £200.00 This includes E-Cigarettes

GENERAL

- Although every effort has been made to ensure the accuracy of the information set out on our websites and marketing campaigns, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured on our websites or email campaigns or otherwise at any time.
- All details are correct at time of going to print, however may be subject to change from time to time.
- For the avoidance of doubt, nothing in these terms and conditions shall operate to attempt to exclude or limit The Portbyhan Hotels liability for the death or personal injury of any person caused by the negligence of The Portbyhan Hotel or its employees, servants or agents or to attempt to exclude or limit The Portbyhan Hotels liability in any manner which would be unlawful.
- These terms and conditions shall be subject to the laws of the jurisdiction in which the hotel for which you make your booking is situated