

Terms & Conditions

Payment Terms

We accept payment by Credit card or Debit card. We do not accept American Express, Business cards or Bank transfers.

Due to high Credit card charges, our preferred method of payment is by Debit card if possible.

Cancellation, Curtailment and Amendment Policy.

A non refundable deposit of one night's accommodation is required to secure a booking. When you book your holiday with us you are entering into a legally binding contract. If you cancel or curtail your booking, every effort will be made to re let the accommodation reserved for you.

We are entitled to make a charge if we are unable to re let your accommodation which could be up to the total value of your holiday.

For your protection, we strongly recommend that you take out holiday insurance.

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

Using other Booking Agents to book your accommodation at St Michael's B&B

Please be advised, that if you choose to book your accommodation with us through another booking agent, we cannot guarantee that you will not be charged a higher price than booking with us directly.

No Smoking Policy

At St Michael's we operate a strict 'No Smoking' policy in the building and car park. 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.

Damages and Breakages

Whilst we appreciate that our guests will endeavour to treat the property and furnishings of St Michael's with care, if any person is responsible for damage or breakages, they will be liable for payment in full.

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.

Check in and Check out Times.

Arrival time is between 5.00pm and 6.00pm. If you are likely to be any later than this, please let us know in advance, because we cannot guarantee we will be available to receive you outside of these times.

Check out from your room is by 10.00am on the day of your departure. If you require a later check out please ask us first to confirm it is convenient. Un-arranged late checkouts will incur a charge of £25 per hour or part of an hour, which will be charged to your card.

Car Parking

Free car parking is available at the rear of the B&B for the private use of guests. One car is permitted per room occupied. Car parking spaces are not allocated to specific rooms. Please park between the white lines.

Guests park their vehicle entirely at their own risk. Drivers are advised that the car park is accessed by a narrow lane which requires care when manoeuvring and is not suited to vehicles other than cars and medium sized 4x4 vehicles. Some of the car park is on an incline and parking spaces may seem quite narrow for larger vehicles.

Alternative pay parking is available nearby if required.

Breakfast

Please advise us of any dietary or other special requirements prior to your arrival. Cooked breakfast is served between 8.30am and 9.30am daily. In the unlikely event of breakfast not being available at the B&B (due perhaps to emergency or illness etc.) a £10 reduction per person will be made.

Breakfast is available at other hotels and cafes in Marazion if the need arose.

Take away food

We politely ask our Guests not to 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

Although we aim to ensure you will be accommodated in the room of your choice, specific rooms are not guaranteed and where circumstances dictate may be occasionally changed for a similar room of the same or higher quality and value.

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 St Michaels B&B. Our liability would not extend beyond this refund.

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, others or property.

Guests must ensure when leaving the property that the front door is closed properly behind them, take precautions to secure their property and ensure fire escape routes stay unobstructed at all times.

Please also ensure that any keys issued to you stay in your possession until the time of your departure when they must be handed back to the owners/staff. Please note we do not take any responsibility for the security of your vehicle or valuables.

Children Policy

We regret that we are unable to accommodate children under the age of 15 years old.

Pets Policy

We regret that we are unable to accommodate dogs or pets of any other description at any time to ensure our premises are always suited to people with pet related allergies. Registered guide dogs are welcome.

Property Left Behind

If any guest leaves their property behind (ie. items of clothing), and it is not claimed within 3 months of the date of leaving, we reserve the right to give these items to our local charity shop.

Access Statement Our access statement can be found on the 'tariff & booking' page of our website.

Data Protection

St Michael's 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.