

The Swiss Cottage - Terms and Conditions of Booking

Please read the following terms and conditions of your holiday with us at The 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 for completion of all relevant information.
- The Provisional Booking will be held for 7-10 days, after which we will re-let rooms if we have not received the completed forms and deposit.
- 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 Allergies, Dietary, Medical Conditions or Special Requirements of any member of your party prior to booking to ensure that we are able to accommodate/cater for your needs.
- Guests who require **Gluten Free**, we will cater to your needs as best we can where available, however, guests may want to provide any specialist items. **Soya/Skimmed Milk** supplied when advised at booking.

- Ferry Travel is booked in the Lead Name unless designated driver named and we aim to book as close to the times indicated on the booking form available at that time.
- 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 within the UK.
- International/European Transfers may carry Bank Charges of approx. **£7.00 or £8.00** per transaction by your/our Bank which you are responsible for.

Last Minute/Late Bookings

- For late bookings taken within **8 weeks** of the arrival date, **Full Non- Refundable 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 paid for and 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.
- Although we will endeavour to fill your dates, any claims for a Full or Part Refund of Monies paid should go 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 advanced Bookings over 8 weeks of arrival date

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 and will be invoiced for the following:
40% of balance remaining if cancelled within 8 - 12 weeks of arrival date
60% of balance remaining if cancelled within 5 - 7 weeks of arrival date
80% of balance remaining if cancelled within 3 - 4 weeks of arrival date
100% of balance remaining if cancelled within 2 weeks of arrival date

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 **67 years+ and retired** on the date of arrival.
- This offer is not applicable during our high season in the period of: **July & August**, when full adult price will be charged.
- Senior Single Occupancy Charge applies as follows;
- **For a Twin Room of £6 Mid & £12 High Season & for a Double Room of £14 Mid & £28 High Season per night.**

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 room/ 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 £3 upgrade).

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

- Book for 7 nights or more on Bed & Breakfast from **February to November**
- All other discounts are applicable and included within the price,
- Single Occupancy Charge applies as follows;
- **For a Twin Room of £7 Mid & £14 High Season & for a Double Room of £14 Mid & £28 High Season per night**

Short Break Offers:

Stay for 3 Nights and get One Extra Night FREE (you only pay for 3 Nights) Saving 25% starting from £135 per person.

- This offer applies to bookings for **February to May and October & November only**,
- This Offer must be requested at the time of booking, otherwise full price will be charged.
- Not applicable during **Bank Holiday Weekends or Festival Weekends**,

Room Only Tariffs are available on request:

Check In time of your arrival is between **3pm and 7pm**. **An additional charge of £5 per hour per room will apply for Early or Later Check In, this is by prior arrangement with the Owners.**

Our Bar opens from 8pm to 10pm 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**, to allow Housekeeping to 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