

Terms & Conditions

Reservations

“Bedruthan Steps Hotel” is the trading name of Bedruthan Steps Hotel Limited (“the Hotel”). All rooms are offered by the Hotel subject to them being available on receipt of deposit. Verbal quotations are not binding unless confirmed in writing by the Hotel. A small charge is made for the cancellation cover, unless guests show proof of alternative cover. The charge will be shown when we confirm your booking. This is payable at the time of booking.

Payment of Accounts

Settlement of your account will be required on arrival. Accounts can be settled in cash, by cheque or by MASTERCARD, VISA, DELTA, MAESTRO or SWITCH card. Cheques are only accepted by prior arrangement before arrival. Credit cards are authorised on arrival. No allowance is made for meals missed or rooms not occupied for the full time of the reservation.

Charges and Supply of Services

Whilst the hotel brochure is intended to give a fair representation of the facilities available, there may be occasions when certain facilities are out of use. Although all reasonable endeavours will be made to try and ensure that this does not happen, where facilities are unavailable no liability shall attach to the Hotel by reason thereof. If you require further information about any particular facilities or their availability please write well in advance of your holiday so that your queries can be dealt with. The Hotel cannot accept responsibility for anything said to you by our staff outside the information given in the brochure and tariff unless it is confirmed in writing. All information given in the hotel brochure and tariff is correct at the time of going to press but services, facilities and charges may be changed during the validity of the brochure. If no charges are specified upon booking or additional and varied services are provided then you will be required to pay for these services at the prevailing rate on the day on which these services are provided.

The Hotel management reserves the right to change the entertainment programme without prior notice. Participation in any of the Hotel's organised sports competitions, games or other activities is at the guests' own risk.

Guest Information

Access to the beach for pushchairs and disabled persons is possible but not via the coastal path in front of the hotel. Bedruthan has many steps and is unsuitable for people who find them difficult. All valuables should be left in the hotel safe. Please bring your own beach towels. Guests may bring visitors into Bedruthan by prior arrangement with management only, charges and restrictions apply. Guests are responsible for the behaviour of their visitors and must ensure that no nuisance is caused to either the Hotel or its other guests. All such visitors enter the hotel premises at their own risk. Bedruthan has a non-smoking policy and reception staff will be able to show you where smoking is permitted outside. Where special arrangements are required, i.e. diet, room location, the Hotel must be advised in writing. Whilst every effort will be made to meet these requests, they are not guaranteed and may be chargeable. We love children at Bedruthan but parents need a break – so children under 7 are not allowed in the restaurant at dinner regardless of tariff paid. After dinner, parents can relax in peace too – all children under 13 must vacate the public lounges by 10.15 pm. The chill box in your room is suitable to cool drinks but is not cool enough for safe food storage or ice making and it is for this reason we ask you not to bring perishable food and drinks with you.

Maintenance & Improvements

As the hotel is now open all year round, with the exception of a few days over Christmas, you may find that there is necessary maintenance, development or refurbishment work taking place during your visit. We will use all reasonable endeavours to keep any noise and

inconvenience to a minimum. Please help us to make your stay a happy one: if something goes wrong on your holiday please let us know before you leave so that we can try to put it right.

Liability

The Hotel shall not, except in respect of death or personal injury caused by the Hotel's negligence or in circumstances of fraud or fraudulent misrepresentation (or as otherwise provided for in these terms), be liable whether in tort, contract, misrepresentation or otherwise for any indirect, special or consequential loss, damage, costs, expenses or other claims (whether caused by the Hotel, its employees or agents or otherwise) which arise out of or in connection with the provision of the facilities and services under these terms. The Hotel's total liability in contract, tort, misrepresentation or otherwise arising in connection with the performance or contemplated performance of the services shall be limited to the price paid for those services. All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from these terms.

Bedruthan Steps Hotel

Mawgan Porth

Cornwall TR8 4BU

Telephone	01637 860555
Reservations	01637 860860
Fax	01637 860714

office@bedruthan.com
www.bedruthan.com

Arrival and Departure Times

Guests may arrive at any time, but rooms will not be ready until 3.30pm on the day of your arrival. Guests arriving early are welcome to use the hotel facilities.

Rooms must be vacated by 10.30am on the day of your departure but you are welcome to use the hotel facilities for the day.

Dining

Breakfast and lunch are time for all the family at Bedruthan, although where possible adults without children are seated separately.

Dining is a time for adults to relax, unwind and watch the sunset together, however well behaved children over 7 may also dine in the restaurant with their parents. Whilst we have no dress code as such, most guests do relish the chance to dress up a bit for dinner. As a guide for your packing smart casual is generally the order of the day.

Accessibility

At Bedruthan we do our best to cater for our guests with disabilities. Please note however that our lift serves only the main hotel bedrooms and a fully equipped ground floor disabled suite. Steps and paths provide access to all other areas. Please inform our team of any special requirements you have and we will be happy to assist you.

Children at Bedruthan

Bedruthan has been welcoming families for over 40 years. We believe that there is something for everyone here. All ages of children are catered for giving parents a chance to relax and unwind whilst the children have lots of fun.

We offer Ofsted inspected children's clubs for all ages, a baby listening service, indoor and outdoor play areas and a dedicated dining area. Baby and Toddler equipment is also available for hire and daily early evening children's entertainment occurs in our ballroom.

Holiday Booking & Cancellation Scheme

At the time of booking a deposit of one night's accommodation charge is required. The balance of your accommodation is then payable on arrival at the hotel.

Should you need to cancel your reservation please notify the Hotel in writing. For cancellations more than 28 days before arrival your deposit will be refunded less an administration charge of £20.00. For cancellations of less than 28 days before arrival your deposit will be forfeited and in the event that we are unable to re-let the room/s a 75% charge of your total booking will apply.

We strongly advise guests to arrange holiday insurance at the time of booking. At Bedruthan we offer a cancellation indemnity to cover the balance of your accommodation (excluding your deposit) for a £3.00 charge per room per day. Please enquire for further details.

Driving Directions to Bedruthan

When travelling on the M5 to the South West, take Junction 31 onto the A30 sign posted Bodmin. Continue travelling straight on the A30 for approximately 64 miles. Turn off at Highgate Hill roundabout onto the A39 following signs for Newquay Airport.

At the Halloon roundabout continue on the A39 towards Wadebridge following signs for Newquay Airport.

At Trekenning roundabout take the first exit onto the A3059 following signs for Newquay Airport.

After approximately 1 mile, turn right following signs for Mawgan Porth. After passing the airport, turn right onto the B3276 at the T Junction sign posted Padstow and Mawgan Porth. Bedruthan Steps Hotel is on this road at the top of the hill on your left once you have travelled through Mawgan Porth and into Trenance.

For more information please visit our website www.bedruthan.com or call the team on 01637 860555 who will be more than happy to help you.

We look forward to welcoming you to Bedruthan