

Terms & Conditions

Booking, Deposits & Cancellations

To secure your reservation at Trethorne Hotel & Golf Club, a non-refundable deposit of 25% of the total booking value is required. The exact deposit amount will be confirmed and agreed at the time of booking.

For reservations made within six weeks of the scheduled arrival date, the full 25% deposit is required at the time of booking to confirm and guarantee your stay. All reservations will be considered provisional until the deposit has been received in full. Trethorne Hotel & Golf Club reserves the right to release or cancel any provisional booking that has not been secured by the agreed confirmation date, without further notice.

For group bookings, a single point of contact must be nominated as the main organiser. All correspondence, payments, amendments, and enquiries will be handled exclusively through this organiser. It is the responsibility of the organiser to ensure that all members of the group are fully informed of booking details, payment schedules, and any relevant terms and conditions.

In the event of cancellation, all deposits are strictly non-refundable. However, at the discretion of the hotel and subject to availability, deposits may be transferred to an alternative date. Any request to amend dates must be made in writing and agreed in advance.

Cancellations made at least 14 days prior to the scheduled arrival or event date will not incur any additional charges beyond the forfeiture of the deposit. Cancellations made within 14 days of the arrival or event date will result in the full remaining balance becoming due and payable. This is due to the limited opportunity to re-let rooms or resell services at short notice.

We strongly recommend that guests take out appropriate travel insurance to cover unforeseen circumstances, including cancellations, delays, or changes to travel plans.

Late Check-In (After 9:00pm)

Check-in outside of our standard hours is available by prior arrangement only. If you expect to arrive after 9:00pm, we kindly request that you notify us in advance, ideally no later than 6:00pm on the day of arrival. This allows our team sufficient time to prepare and ensure that your arrival is handled smoothly.

For guests arriving later in the evening, a dedicated late check-in procedure will be arranged. Full details, including access instructions and any necessary information, will be sent to you via email once we have received prior notification.

Failure to inform the hotel of a late arrival may result in delays or difficulties accessing your accommodation. Providing advance notice ensures your arrival is safe, secure, and as straightforward as possible.

If you require any assistance or have concerns regarding your arrival, our team is available to help. Please contact us directly on 01566 86903.

Lone Travellers Policy

Trethorne Hotel & Golf Club is proud to offer a Lone Travellers Policy, created to provide reassurance, comfort, and an enhanced sense of security for guests travelling alone.

While this policy is designed primarily with female travellers in mind, we are committed to supporting all lone travellers and warmly welcome both female and male guests who may benefit from additional assistance, reassurance, or tailored arrangements during their stay.

We understand that travelling alone can bring different expectations, preferences, and concerns. To ensure we are able to provide the highest level of care, we kindly ask that all guests travelling alone contact the hotel directly prior to arrival. This allows our team to discuss any individual requirements, preferences, or concerns in advance and to make any appropriate arrangements.

Our aim is to create a safe, supportive, and comfortable environment for every guest. Whether this involves room allocation preferences, arrival arrangements, or general peace of mind, our team is here to ensure your stay is as relaxing and enjoyable as possible.

At Trethorne Hotel & Golf Club, we are dedicated to ensuring that every guest especially those travelling alone feels secure, valued, and completely at ease throughout their visit.