TRETHORNE

TRETHORNE HOTEL & GOLF CLUB

HOTEL TERMS & CONDITIONS

These Terms & Conditions apply to accommodation bookings at Trethorne Hotel & Golf Club ("the Hotel"). By confirming a reservation, guests agree to the following conditions, subject to their statutory rights.

1. BOOKINGS & DEPOSITS

A deposit of **25% of the total booking value** is required to secure a reservation at Trethorne Hotel & Golf Club. The exact deposit amount will be confirmed at the time of booking.

For reservations made within six weeks of the scheduled arrival date, the 25% deposit is payable immediately.

All reservations remain provisional until the required deposit has been received and the booking has been confirmed by the Hotel.

Trethorne Hotel & Golf Club reserves the right to release any provisional booking where the required deposit has not been received by the agreed confirmation deadline.

Deposits are credited towards the total cost of the stay and are subject to the cancellation conditions outlined below.

2. GROUP BOOKINGS

For group accommodation bookings, one person must be nominated as the **Group Organiser** and act as the main point of contact.

All booking correspondence, payments, amendments and enquiries will be managed through the Group Organiser unless otherwise agreed in writing.

The Group Organiser is responsible for ensuring that all members of the group are informed of the booking arrangements, payment deadlines and relevant Terms & Conditions.

Any changes to group accommodation requirements must be agreed with the Hotel in advance and may be subject to availability and additional charges.

3. CANCELLATIONS & AMENDMENTS

All cancellation requests must be made directly to the Hotel, preferably in writing.

Cancellations made 14 days or more before arrival

Where a reservation is cancelled at least 14 days before the scheduled arrival date, no further cancellation charges will apply beyond any reasonable costs or losses covered by the deposit.

Cancellations made within 14 days of arrival

Where a reservation is cancelled within 14 days of arrival, the Hotel reserves the right to charge up to the full outstanding booking balance, where justified by its reasonable losses arising from the cancellation.

Any cancellation charge will take account of costs saved, rooms successfully re-let and other relevant circumstances. Charges will not exceed the Hotel's reasonable net loss.

Deposits

Deposits may be retained to cover reasonable cancellation losses. Where the deposit exceeds those losses, any remaining amount will be refunded.

At the Hotel's discretion and subject to availability, a deposit may be transferred to an alternative date. Any date change must be requested and agreed in writing.

Where an alternative date is accepted, any difference in accommodation rates may be payable.

Failure to arrive

If a guest does not arrive for a confirmed reservation and has not notified the Hotel, the booking may be treated as a no-show. Reasonable cancellation charges may apply in accordance with the conditions above.

Nothing in this section affects the guest's statutory rights.

4. TRAVEL INSURANCE

Guests are strongly advised to arrange suitable travel insurance to cover unforeseen circumstances that may affect their stay.

This may include illness, travel disruption, cancellation, delays or other unexpected events.

Travel insurance is the responsibility of the guest.

5. LATE CHECK-IN – AFTER 9:00PM

Guests intending to arrive after **9:00pm** must arrange late check-in with the Hotel in advance.

Where possible, guests should notify the Hotel **no later than 6:00pm on the day of arrival** to allow sufficient time for the necessary arrangements.

A dedicated late check-in procedure will be provided for guests arriving outside standard reception hours.

Once late arrival has been agreed, the Hotel will email the guest with the relevant instructions, including any access arrangements and information required for a smooth arrival.

Failure to notify the Hotel in advance may result in delays or difficulties accessing accommodation outside normal reception hours.

Guests requiring assistance with late arrival arrangements should contact the Hotel directly.

Telephone: 01566 86903

6. LONE TRAVELLERS POLICY

Trethorne Hotel & Golf Club is committed to providing a welcoming, comfortable and secure environment for guests travelling alone.

Our Lone Travellers Policy is designed to offer additional reassurance and support to anyone staying with us independently.

While we recognise that some female travellers may have particular preferences or concerns when travelling alone, this policy is available to **all lone travellers**, regardless of gender.

Guests travelling alone are encouraged to contact the Hotel before arrival if they would like to discuss any individual requirements or preferences.

Where reasonably possible, our team will assist with arrangements such as:

- Room allocation preferences.
- Arrival and late check-in arrangements.
- Information about hotel facilities and access.
- Additional assistance or reassurance during the stay.
- Any other reasonable requirements that may help guests feel comfortable and secure.

All requests will be handled sensitively and discreetly, subject to availability and operational requirements.

Our aim is to ensure that every guest, particularly those travelling alone, feels welcome, respected and supported throughout their visit.

7. GENERAL CONDITIONS

All bookings are subject to availability and confirmation by Trethorne Hotel & Golf Club.

Any amendments to a confirmed reservation must be agreed with the Hotel in advance.

The Hotel will take reasonable care in providing accommodation and associated services.

Guests are responsible for their personal belongings, although the Hotel remains responsible for loss or damage where required by law.

Nothing in these Terms & Conditions excludes or restricts liability that cannot legally be excluded, including liability for death or personal injury caused by negligence.

These Terms & Conditions are governed by the laws of England and Wales, subject to any mandatory consumer protections that apply.

Nothing in these conditions affects a guest's statutory rights.

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