



Guest Terms & Conditions – Falmouth Self-Catering Lodges

Welcome to our self-catering lodges. We want every guest to enjoy a safe, relaxing, and comfortable stay. Please take a moment to review the following Terms & Conditions which apply to all guests.

Check-In & Check-Out

- Your lodge will be ready from 4:00 PM on the day of arrival.
- Lodge keys will be available via the key safe at the property.
- The key safe code and lodge number will be sent to you around 3:00 PM on your arrival day.
- We kindly ask that you fully vacate your lodge by 10:00 AM on the day of departure and return your keys to the key safe provided.
- A £40 charge will apply for each lost or damaged key.

Lodge Amenities

Each lodge includes the following kitchen appliances for your convenience:

- Washing machine
- Dishwasher
- Microwave
- Oven and hob
- Cutlery
- Cups
- Glasses and wine glasses
- Kettle

In the cupboard below the sink, you'll find kitchen towels.

In your bedroom, we provide bath towels and hand towels.

However, we kindly ask that you bring your own beach towels if you plan on visiting the beach.

Damages, Breakages & Missing Items

We ask all guests to take reasonable care of the property and its contents.

- Any damage, breakage, or loss—whether accidental or otherwise—must be reported as soon as possible.
- Guests will be held financially responsible for any such incidents, and charges may be applied to cover repair, replacement, or additional cleaning costs.
- An inventory of lodge contents is maintained; any missing items may be charged for accordingly.

- Excessive cleaning requirements may also incur an additional fee.

Non-Smoking Policy

All lodges are strictly non-smoking, including the use of e-cigarettes and vaping devices.

- Smoking is only permitted in designated outdoor areas.
- A cleaning and deodorising fee will be charged to any guest found to have smoked inside a lodge.

Pet Policy

We offer a limited number of dog-friendly lodges. Please check availability with our reservations team before bringing your dog.

- An additional supplement is charged for guests staying with dogs.
- Only dogs are permitted. No other animals are allowed.
- Dogs must be kept on a lead in public areas.
- Please ensure dogs do not sit on the furniture or sleep on beds—bring their bed with you.
- Any accidents in the lodge may result in a £200 cleaning fee.

Important:

For the safety and comfort of all guests, dogs listed under the UK Dangerous Dogs Act are not permitted on the premises. Please review current government guidelines for more information.

This policy helps ensure a safe and pleasant environment for all our guests—both human and canine.

We appreciate your cooperation and look forward to welcoming you for a comfortable and enjoyable stay.