



1.) General Terms & Conditions

To reserve a room, you must be at least 18 years old. You will need to provide your credit or debit card details to secure your reservation these must be shown to the reception member when checking in to the hotel.

If you or your guests cause damage to the hotel, other guests or their property or breach any of these terms and conditions the hotel reserves the right to:

- Cancel your reservation with immediate effect and if appropriate eject you from the premises.
- Restrict access to the hotel
- Remove your items from the room and hotel disposing of such items (at no cost & no liability) to a local charity to the extent such items are not collected from us within 7 days of removal.
- Retain all sums paid by you and/or charge you the full amount of your reservation
- Refuse future reservations from you/ and refuse entry or accommodation at any of our hotels.
- The Richardson Hotel Group will not be liable for any refund or compensation in such circumstances
- You must not be threatening or abusive to any of our team, during or after your stay
- You must not engage in any unlawful activity during your stay (e.g. taking an illegal substance);
- You must not cause any health and safety hazard to our team members or other guests.
- You must not bring any potentially dangerous or hazardous material or equipment onto the hotel premises.
- You must not tamper with any fire alarms or emergency equipment.
- Please be aware we hold events & functions throughout the year and may occur a slight disturbance.

2.) Booked on a Best Available Rate

Best Available Rate room bookings may be cancelled before 11AM United Kingdom (UK) time 1 day before your arrival date.

Room bookings may be cancelled before 11AM United Kingdom (UK) time one day prior to the arrival date, (e.g., For a stay arriving on Saturday, you can cancel until 11.00hrs UK time on the Friday). If you cancel your reservation within the cancellation period, no charge will apply to your reservation. A cancellation reference will be given and should be retained as proof of cancellation.

After the cancellation period, the whole reservation becomes fully non-refundable including any no-show or associated meals and/or additional extras. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service. Bookings amended after 11AM the day before arrival are outside of the cancellation period become fully non-refundable and remain non-refundable despite any amendments to the booking.

If you decide to cut short your stay you must inform reception in the hotel that you are staying by 11.00hrs the day before you wish to depart otherwise you will be charged a cancellation fee equivalent to one night's total accommodation per room booked and for any meals and other extras booked for the following day. This cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

3.) Booked on Advanced Purchase

Room bookings are non-refundable.

The whole reservation is payable upon booking and is fully non-refundable including any associated meals and/or additional extras. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service.

4.) Special Offer Rate

All special offer rates and promotions are pre-payable and non-refundable and non-amendable.

5.) Parking

5.a) The Grand Hotel

Grand Parking can be reservable now in the undercover garage for £10 a night and free spaces on the road. Additional spaces might be available on the arrival. Speak with reception.

5.b) Self-catering Falmouth Lodges

Each lodge has 1 car allocated car parking space.

5.c) The Abbey Sands Hotel

Abbey Sands has 12 car parking spaces at the front of the hotel that can be reserved for £10 a night in advance. Additional few spaces on first-come, first-serve basis at the back of the hotel or nearby council car park that is pay and display. (Shedden Hill Car park)

5.c) The Royal Beacon Hotel

Limited on-site parking can be pre-reserved at a cost of £10.00 per night. Alternatively, there is generous on-street parking without restrictions on the surrounding roads.

6.) Dog Policy

We are proud that our hotel is dog friendly, and we understand that your dog is an extension of your family and welcome our guests travelling with dogs.

There will be a daily charge of £20 for a single dog and £10 for additional dogs up to a maximum of three. This fee does not apply for guide or assistive dog – although the management has the right to ask for validating identification.

Dog stay at a hotel is subject to legal requirements and therefore your stay with your dog is stipulated by the following mentioned conditions:

- Dog name (for the event of evacuation)
- Dog breed
- Up to date vaccination

Accommodation

- Dogs not brought into the hotel via this system will incur a £100 room cleaning fee or could be asked to leave the hotel immediately.
- Any damage resulting from the dog stay is fully chargeable – please advise Reception as soon as possible so that our housekeeping and maintenance teams can attend and advise of any costs. Late notice or non-notification may result in additional charges in the event that the room is unsaleable as a result. Charges depend on cleaning/work required.
- Room servicing will not be carried out when the dogs are in the room.
- Please ensure that the DOGS IN ROOM hanger is displayed on the outside door when dogs are left in the room – no more than 2 hours.
- We do not accept dog food for storage.

The hotel management reserves the right to require the owners and their dogs to leave the accommodation if they are deemed dangerous or a nuisance. Dog charges are non-refundable.

7.) Occupancy & Special Requests

You must not exceed the maximum occupancy for the room allocated to you, any family room (where available) must have a parent or guardian in the room at all times when there are children under the age of 12 years staying. We reserve the right to conduct checks on occupancy and compliance with these terms. We will try to accommodate special requests; all rooms are subject to availability.

8.) Go Green

We're a "Green" Hotel.

Reflecting the changing preferences of our guests, The Grand Hotel is committed to sustainability. As part of our ongoing commitment to use less energy and create less waste, our housekeeping services will be provided on a request basis.

Should you require any other assistance or have any specific requirements please, do not hesitate to contact reception.

9.) Events Outside Our Control

We may also cancel your reservation if an event outside of our control (including industrial action, explosion, an outbreak of disease, health and safety issues, fire, flooding, and failure of power and/or water supplies or emergency evacuation) means that we are unable to make your room available to you. In this case, we will contact you to let you know as soon as possible.

If you have already paid for your room, we will refund your payment to you; or

If you have not yet paid for your room, you will not have to make any payment to us.

We reserve the right to amend these terms and conditions at any time, you should check them each time you make or amend a reservation.

Please ensure that the details of your reservation are accurate, we will not be liable for any delay or non-performance if you provide incorrect information.

10.) Your Breach

We may cancel your reservation at any time with immediate effect by giving you written notice (which includes email) if;

You do not pay us when you are required to do so; or

You break the contract between us in any way; or

You have previously breached the contract between us in any way.

If we cancel your reservation where you are at fault, we reserve our legal rights in respect of your breach of contract. Where your stay had/has not yet commenced, the total payment made or to be made by you for such room shall be deemed a cancellation charge and is not for any service.

11.) Events Hosted by the Grand Hotel

- Tickets are non-refundable and non-transferable.
- Payment is required at the time of booking.
- If pre-orders are required, we will contact you to obtain these. If we cannot get a pre-order this may cause delays on the day of the event.
- If the company were to cancel the event, all monies paid would be refunded.

Events and Weddings

- Conferences, events and weddings hold different terms and conditions. Please contact the events team to view these.