

# The Downs Babbacombe

## Terms & Conditions

**Children's Tariff** - We class children as being aged between 2yrs and 16yrs old (inclusive). When sharing with 2 adults children will be charged at £20 per child per night. When sharing with 2 adults children under 2 will not be charged for and travel cots can be provided with our compliments (on a first come first served basis). Unfortunately due to size restrictions some of our accommodation is unsuitable for infants. At certain times of the year a minimum room charge may apply, this will be confirmed at the time of enquiry or booking.

**Evening Meals** - A table d'hôte menu is available and charged at £22.95 for 2 courses. We offer a residents only restaurant. 24 hours notice must be given if you wish to eat on your day of arrival.

**VAT** - Prices include VAT at the applicable rate. A VAT receipt can be issued upon request.

**Arrival and departure times** - Rooms are usually available by 15:30 on day of arrival (scheduled arrival time) and guests are asked to check in by 21:00. If you know you are going to be later than this please notify us as soon as possible. Please vacate rooms by 10:00 on day of departure (scheduled departure time). Guests are most welcome to use the hotel, or leave luggage, before or after these times but please call us to make us aware you will be doing so at least 24 hours before arrival. Should you wish to vary these times please ask at the time of booking, as we will endeavour to accommodate your requirements. Charges are applicable for early and late check-in/out.

Please note that reception facilities are not available between 8.00am and 9.30am. Should you wish to depart during this time please settle any outstanding monies on the evening prior to your departure. Any keys or parking permits can then be simply handed to our waiting staff on your departure.

**Parking** - There is local free 'on street' parking at either end of our road (Babbacombe Downs Road), alternatively the hotel backs into a pay and display car park - Princes Street car park (when purchasing a paper parking ticket from the machine please remember to display it properly at all times.) Please check Torbay Council's website for current charges. Permits are valid for 4 or 8 days and currently cost £24 and £42 respectively (2021 prices). The registered car owner must purchase the passes as they are car registration specific. Please see <http://www.torbay.gov.uk/roads/parking/parking-permits/car-park-permits/> for more information. The simplest and preferred method is that guests either use the RingGo Start:Stop service or for longer durations it is possible to purchase 4/8 day virtual permits. RingGo offers a choice of method of payment: downloading the free app, calling 01803 221339, sending a text message or paying online. For tickets up to 24 hours please use location code 15837 (for Princes Street car park) or for 4/8 day permits use location code 15846. This enables you to specify the time you would like the permit to commence. The phone application can get very busy at times so we strongly recommend either registering your card with RingGo or downloading the app and submitting the required information well in advance. That way you enter the car park location and required duration upon arrival. These virtual permits are time sensitive so run from 4/8 days from the time you request. Previous users of the previous Parkmobile app should download the RingGo app and complete their registration online at [RingGo.co.uk](http://RingGo.co.uk).

**Meal times** - Breakfast is served at 08:30 with last orders at 09:15 (earlier by prior arrangement) and is served in the Restaurant. For an additional charge you may wish to take breakfast on your balcony, or take advantage of one of our romantic 'Champagne Breakfasts'. If this is your preference, orders must be placed by 21:00 the previous day. Food and drink may not be brought on to the premises without prior consent of the proprietors.

**Smoking** - Smoking is not permitted anywhere inside the hotel or on the balconies. This includes e cigarettes. Failure to adhere to this will result in you being asked to leave immediately, the full charge of any accommodation booked will still be applicable plus a £50 cleaning fee and a £95 per day charge will be made for each period of time the room is unlettable and until the smell has dissipated. This will be applied, without prior consent being required, to the credit or debit card used at the time of booking.

**Dogs** - Well behaved dogs are allowed for a small charge per night by prior agreement (when booking), are allowed in the bedroom (please bring your own doggy bedding for total comfort) and all other areas except the Restaurant. With prior notice all meals can be served in the Lounge Bar area so your dog can remain with you. Guide dogs will not be charged for and are allowed in all public areas. You should never leave your dog in the room when you leave the premises. We offer a pre-bookable chargeable dog sitting service.

**Accounts** - A non-refundable booking deposit equivalent to the 1st night's accommodation cost or £100 is required to confirm a reservation. Christmas, New Year & Bank Holidays reservations must be paid in full at the time of booking. Reservations will only be confirmed once booking deposit payments, or full payments have been received. Please settle accounts in full the night prior to the day of departure. Personal cheques are not accepted.

### **Cancellations and Early Departures Policy**

Booking deposits are non-refundable at all times irrespective of the reason for cancellation.

The first night's booking deposit, or 25%, whichever is the greater, will immediately be taken upon confirmation of the booking.

- No further charge will be made if 14 or more days notice is given. (In the case of fully paid booking, all other monies\*, excluding the non-refundable deposit, will be reimbursed)
- 50% of the total reservation is chargeable if 7 - 13 days notice is given\*
- 75% of the total reservation is chargeable if 3 - 6 days notice is given\*
- The full amount will be chargeable if 2 or less days notice is given\*

**\* £20 administration fee is applied to all changes/cancellations.**

In the event of an early departure the total outstanding amount will be charged to the credit or debit card used at the time of the booking

**We strongly recommend that guests purchase travel insurance to cover all eventualities, even for domestic travel.**

**Group Bookings & Cancellations** - Single sex groups bookings are only accepted by prior agreement with the proprietors. We reserve the right to cancel any unauthorised single sex groups on or before arrival. Any cancellations by us on arrival will be liable for full charge on any accommodation booked.

Due to the nature of group bookings, whereby there is a considerable amount of time between the booking and the arrival of groups and whereby large numbers of rooms are reserved for that group, we reserve the right to charge in full for any cancellation made if we are unable to re-sell the cancelled period to another group. If we receive notification of any cancellation before 12 months prior to the arrival date we will waive any outstanding fee. The proprietors reserve the right to charge a per person bond to be received prior to arrival which will be kept should there be any damage or disturbance whatsoever.

**Accommodation Unavailable** - In the very unlikely event that reserved accommodation is unavailable (e.g. due to damage, failure of equipment or any other reason) the hotel will make every effort to inform the guest as soon as possible, and will assist in finding similar alternative accommodation. Liability will be limited to the return of any monies paid covering the period concerned.

**Damage** - We reserve the right to charge for any damages, accidental or otherwise caused, and make a compensation charge for any interruption to the business of The Downs. In this event the credit or debit card used at the time of booking will be charged, without prior consent, being required, for the costs incurred unless alternative payment is made prior to departure.

We reserve the right to charge for damage caused to beds through negligence or known medical conditions unless all reasonable steps have been taken to prevent this occurring. Please be advised that for the comfort of our guests and in line with Visit Britain guidelines waterproof mattress protectors are not fitted to beds unless requested. Any damaged beds are replaced by us on a like for like basis immediately and the costs charged without prior consent being required, to the credit/debit card provided at the time of booking.

**Prices** - Prices for accommodation are on a per room, per night basis. Any unregistered persons found in the accommodation without the prior permission of the proprietors will be charged £50 per night.

**Covid-19** Where stays are not possible due to government restrictions relating to COVID-19, booking deposits will be held against your account and can be redeemed against a future stay. You will not be charged for a change of date but the stay will be charged at the applicable nightly rate for the revised dates. A refund can be made upon request but will be liable to our administration fee. As outlined in the document under our Cancellation and Early Departure policy.

### **Privacy Policy Statement**

Please refer to our privacy Policy which is found on our website. Paper copies can be made available upon request.

By submitting your information you consent to the use of that information as set out in this Policy.

**All bookings made in advance online, by telephone or in person, or on arrival in person are accepted on the basis that the terms and conditions of The Downs have been read, understood and agreed to.**