THE WATERMARK

BED & BREAKFAST – BOOKING TERMS AND CONDITIONS

Thank you for choosing The Watermark for your stay.

The Watermark is an independently run, owner-operated bed and breakfast in West Looe, Cornwall. I manage the business myself and operate a self-check-in service, allowing guests to arrive independently without the need for a formal reception.

Please read the following booking conditions carefully before confirming your reservation.

1. BOOKING AND PAYMENT

Full payment is required at the time of booking to secure your reservation.

We accept payment by **bank transfer only**. We do not accept credit or debit card payments.

BANK TRANSFER DETAILS

Account Name: The Watermark

Sort Code: 30-67-79

Account Number: 41866460

Please use your surname and arrival date as the payment reference.

Your booking will only be confirmed once full payment has been received and cleared into our account.

2. CANCELLATION POLICY

If you need to cancel your booking, you must notify us at least **14 days (two weeks) before your scheduled arrival date**.

Cancellations received less than 14 days before arrival will result in the **full booking payment being retained. No refunds will be given**, subject to applicable consumer rights.

This policy also applies to early departures and shortened stays.

We strongly recommend taking out suitable holiday insurance to cover unforeseen circumstances that may result in cancellation or changes to your travel plans.

3. MINIMUM STAY

Our standard minimum stay is **two nights**.

One-night stays may occasionally be available where there is a gap in the booking calendar. Please contact us to enquire.

4. CHILDREN

Unfortunately, we are unable to accommodate children under the age of seven.

5. SELF CHECK-IN, ARRIVAL AND DEPARTURE

The Watermark operates a self-check-in system. There is no formal reception, and guests will be provided with arrival instructions and access details before their stay.

- **Check-in:** Between 2.00 pm and 8.00 pm.
- **Check-out:** By 10.30 am.

Please ensure you arrive within the stated check-in times. If you anticipate arriving after 8.00 pm, please contact us in advance to discuss arrangements.

Late check-outs may incur an additional charge.

6. CAR PARKING

One car parking space is available for each guest room for the duration of your stay.

Parking is located on our property and is accessed via a narrow, restricted back road.

Vehicles are parked at the owner's risk. The Watermark accepts no liability for loss or damage to vehicles or their contents, however caused.

Guests are advised to take normal security precautions and ensure they have appropriate vehicle insurance.

7. ACCESSIBILITY

The Watermark is arranged over three floors and does not have a lift.

Car parking is situated on the upper level, with guest bedrooms and breakfast facilities on the floors below.

If you have any mobility difficulties, accessibility requirements or special needs, please let us know before booking so that we can discuss the suitability of our accommodation.

8. SMOKING POLICY

The Watermark operates a strict no-smoking policy throughout all indoor areas.

Smoking is permitted in outdoor areas only, provided all windows and doors remain closed.

Guests found smoking indoors, or smoking outside with windows or doors left open, may be asked to leave the premises.

9. CANCELLATION BY THE WATERMARK

In exceptional circumstances beyond our control, including fire, flood or other serious damage to the property, The Watermark reserves the right to cancel a reservation where it is unable to provide the booked accommodation.

Affected guests will be notified as soon as possible.

Thank you for choosing The Watermark.

I look forward to welcoming you to West Looe, Cornwall, and hope you enjoy your stay.