

Herm Island

Booking Conditions and Information

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Bookings

All bookings are accepted subject to availability and will only be effective once the booking has been confirmed by the Company in writing.

Deposits

Provisional bookings are accepted subject to availability and may be held for 5 working days (or less at peak times or for last minute bookings). Payment must be made within this time to confirm the booking. If payment is not received within this time the reservation will be cancelled without notice to the client.

Final Payment

Hotel

Advance payment is required for inclusive travel bookings. Other guests normally pay the balance at hotel reception on departure.

Self Catering/Camping

Once the booking has been accepted by the Company the guests are liable for payment of the balance of rent 8 weeks before the start of the holiday. Non payment by the due date will be treated as a cancellation and the Company may re-let the property without reference to the guest.

The company does not send reminders – the balance due date is on the booking confirmation letter. For bookings made less than 8 weeks before the start of the holiday the full rent is due at the time of booking.

Cancellation

In the event of a cancellation we will make reasonable efforts to re-let the accommodation. If we are able to do so, any monies paid to us will be refunded, less any bank charges and an administration fee of £20 per room, cottage or tent. We will also deduct any costs incurred to re-let the accommodation and will only refund up to the amount received from any subsequent bookings.

Hotel

8 weeks or more – deposit will be forfeit

4 – 8 weeks 50% of tariff

1 – 3 weeks 75% of tariff

Less than 1 week – 100% of tariff

Once checked in, should you decide to depart the hotel earlier than expected you will be charged the full value of your original booking.

Self Catering & Camping

8 weeks or more – deposit will be forfeit

Up to 8 weeks – 100% of tariff.

Animals or Pets

No animals or pets are allowed at the Hotel, Self Catering or Camping Sites.

Non-availability of accommodation

If for any reason beyond the company's control the accommodation is not available on the date booked, or the accommodation is unsuitable for holiday letting, the Company reserves the right to allocate alternative accommodation of an equivalent standard.

Arrival and departure times

Hotel

Whilst every effort will be made, rooms cannot be guaranteed to be ready before 2pm. Departing guests should vacate their rooms by 11am.

Self catering

Whilst every effort will be made, Cottages are not guaranteed to be ready before 4pm. Departing guests should vacate their cottage by 9.30am. The administration office will be notified if they are available earlier. On changeover days guests are able to use the Hotel lounges.

Camping

Terms for equipped tents are as self catering. Site only bookings must depart by 10.00am and subject to lawn mowing are available from this time.

Special requirements

If you have any special needs these must be communicated to staff before the booking is confirmed. Our staff will be happy to discuss your requirements and make recommendations where necessary. The Company cannot be held responsible for any special requirements not brought to our attention in writing at the time the booking is made.

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Composition of parties and age limits

The Island is essentially providing family holidays and it is Company policy not to accept bookings from groups of young people or all male or female parties comprising more than three people under the age of 25 in any of its units of accommodation. The numbers and ages of people in any party must be disclosed to staff when the booking is made. If the details given are incorrect, or staff are misled in any way, the Company reserves the right to refuse entry to its accommodation and cancel the booking. Please see our terms for cancellation.

This policy is not intended to be discriminatory, but is intended to protect the image of the island and the interests of our other guests.

The Company reserves the right to refuse to accept a booking.

Behaviour

Guests will not cause any annoyance or become a nuisance to any other tenants of adjoining properties or any other accommodation on the island. Where a complaint is made the Company has the right to enter the accommodation and cancel the booking. Guests will be required to vacate the accommodation immediately and be asked to leave the island on the next available boat without any compensation becoming payable by the Company.

Method of payment

Payments may be made by cheque, credit card, debit card or cash. Post dated cheques are not accepted and cash should always be sent by registered post. Any bank charges raised against the Company for handling dishonoured cheques, bank transfers or direct debit payments will be passed on to the guest.

Travel to and from Herm

Frequent daily services operate, subject to weather, from St Peter Port, the journey taking 20 minutes. The last ferry leaves Guernsey for Herm in May to September each day at 17:15 (October to April last sailing generally 16:15). Guests are advised to check ferry sailings at time of booking. If you miss the final boat phone either the Hotel reception (01481 722159) or the Administration Office (01481 722377) to discuss possible alternative arrangements.

Guests booking flights please note that it is preferable to arrive at Guernsey airport at least 1 hour before last sailing and on departure to leave after 10:45. Special arrangements may be made outside these hours, but an additional charge of

about £150 for a special charter boat may be incurred.

Guests are asked to notify the Hotel reception or the Administration office of any travel delays.

Arrival Arrangements

Guests can be met on their arrival in Guernsey with a taxi to take them to the Trident ferry for Herm Island. Please advise us of your travel arrangements to Guernsey and your expected arrival time on Herm. Our porters will then meet you and take your luggage to your accommodation. Please clearly label all of your luggage. Luggage is transported at the owners risk.

Guests are expected to give us at least 24 hours notice of their arrival time on Herm Island.

Failure to do this may result in a delay with the transfer of luggage to your accommodation.

Restaurant meals – Self Catering & Camping

Guests are welcome to eat out in the Island's restaurants but please note that they are only open from April to September. As the restaurants are very popular, if you wish to eat out on your arrival day, please let us know in advance and we will reserve you a table. The Mermaid Tavern public bar remains open during the winter but with restricted hours.

Self catering and camping guests do not have credit facilities within the Hotel or at the Mermaid Tavern. All meals and drinks are to be paid for at the time.

Newspapers

Newspapers can be ordered through the Herm Island Gift Shop.

Peace and Tranquillity

Playing of 'portable radios' etc. is prohibited in public areas and on the beaches.