

Herm Island Booking Conditions and Information

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 relet 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 relet 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

Small dogs are permitted in one room in the White House Hotel, and a maximum of two dogs are permitted in Holiday Cottages that are on ground level, and have their own self-contained garden. No dogs are permitted on the campsites at any time.

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.

Dining on the Island

Hotel

All guests are booked into the Conservatory restaurant for breakfast. Guests staying on half board basis are also booked into the Conservatory restaurant for dinner, but this reservation can be transferred to the less formal Ship Inn Brasserie by talking directly with the Hotel reception team.

Please note that there is a dress code for the Conservatory restaurant for dinner – Guests are requested to dress smartly, and gentlemen are requested to wear a jacket or tie. As an example, jeans and shorts are not acceptable.

Holiday Cottages and Camping

Guests are welcome to eat in the hotels restaurants but please note that they are open only from April to September. As they 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. Holiday Cottages 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.

Please note that there is a dress code for the Conservatory restaurant for dinner – Guests are requested to dress smartly, and gentlemen are requested to wear a jacket or tie. As an example, jeans and shorts are not acceptable.