

Herm Island Booking Conditions & Information

BOOKINGS

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

DEPOSITS & RATES

Provisional bookings are accepted subject to availability and may be held for 24 hours. Payment must be made within this time to confirm the booking. If payment is not received the reservation will be cancelled without notice to the client.

Hotel: Room rates do not include children or additional guests. Guests must inform the hotel of any additional children and / or adults staying in the room and must receive confirmation in writing from the hotel that these additions have been included in the booking.

Children are charged according to age.

- Aged 0 to 6 are free
- Aged 7 to 14 are charged at £50 per night on a B&B basis
- Aged 15 and over are charged 50% of the room rate on a B&B basis
- Additional adult guests are charged at 50% of the room rate on a B&B basis

The hotel will on occasion offer a 'free rate' for children. This rate applies to one child per paying adult. Any additional children will be charged as standard.

Self-Catering & Camping: Tariffs are complete prices for the accommodation and not based on number of people which must not exceed the number of beds or the number of people originally specified without prior notice and approval from the Company. Exceeding fire safety regulations is taken seriously and guests may be asked to vacate early.

FINAL PAYMENT

Hotel

Advance payment is required for inclusive travel bookings.

Special package bookings (eg. wine tasting / gourmet / murder mystery weekends) - full balance is due eight weeks prior to stay.

All other guests pay the balance at hotel reception on departure.

Self-Catering & Camping

Once the booking has been accepted guests are liable for payment of the balance of rent eight weeks prior to the start of their holiday as noted on the booking confirmation. 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 and does not send reminders. For bookings made less than eight weeks prior to the start of the holiday, full rent is due at time of booking.

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. In the rare event that no suitable alternative is available, all monies paid by the guest will be full refunded.

CANCELLATION

In the event of a cancellation the Company will make reasonable efforts to re-let the accommodation. However, without exception, all deposits are non-refundable, and the Company is not responsible for changes made to bookings by guests. Deposits and monies paid will be refunded if the Company is responsible for any amendments or cancellations. Where possible, the Company will work with guests to find a suitable alternative date.

- 8 weeks or more – deposit will be forfeit
- Up to 8 weeks – 50% of tariff.

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

Please note that if staying in the winter months normally you will be given first refusal for the following year, however, this is not always guaranteed subject to essential maintenance work, property refurbishments and sole/exclusive events.

TRAVEL / HOLIDAY INSURANCE

Please ensure you have adequate insurance to cover cancellation due to health reasons or weather affected travel.

WEATHER RELATED DISRUPTION

It is strongly advised that all guests planning to travel to Herm, take out adequate insurance to cover all forms of travel disruption, including the Trident ferry. Any guest unable to travel due to bad weather will be liable for the cost of their holiday. It is the responsibility of the guest to check up to date sailing information on the Travel Trident website. Guests wishing to travel a day in advance and take up their accommodation prior to the date confirmed, will be charged at the full tariff rate. When guests are unable to leave Herm due to Travel Trident not operating, Herm will accommodate guests at the full tariff rate.

ANIMALS OR PETS

Hotel: Six rooms at The White House Hotel are designated dog friendly. Guests must declare if they are bringing dogs when booking. Dogs are charged at £20 per night per dog.

Self-Catering & Camping: All self-catering accommodation on ground floor level that has its own self-contained garden permits a maximum of two dogs per cottage (possibly 3 in larger cottages, dependent on size of dogs). There is a one-off fee of £20 per dog for cottage stays. *No dogs are permitted on the camp sites at any time.*

ARRIVAL & 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 10am.

Self-Catering: Whilst every effort will be made, cottages are not guaranteed to be ready before 4pm. Departing guests should vacate by 9.30am. The Herm office will be notified if they are available earlier. Guests should collect keys from the hotel (April – October) or the Harbour office (November – April) and return keys to the same place.

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 requirements these must be communicated to staff before the booking is confirmed. Herm staff are happy to discuss any requirements and make recommendations where necessary. The Company cannot be held responsible for any special requirements not brought to our attention in writing at time of booking. Important dietary information must be relayed prior to arrival so that suitable menus can be compiled, and goods brought in.

BOOKING WITH A VOUCHER

Vouchers must be declared on booking and must be valid for the date of use and for the purpose as specified on the voucher. Vouchers must be presented on check in. Guests who do not present the voucher will be liable for the full payment of the stay.

AGE AND SINGLE GROUP RESTRICTIONS

Adult supervision is required for all ages up to the age of 18 in the campsite, cottages and hotel. No single sex groups of five or more without prior approval from the Company. Herm Island Ltd reserves the right to request any parties causing disturbance by noise or behaviour to leave the island.

LUGGAGE TRANSPORTATION

Whilst every care is taken to transport luggage safely and securely, the Company accepts no liability for lost, stolen or broken luggage. It is the responsibility of the guest to ensure that their luggage is placed onto the Trident ferry. Bags must be clearly labelled with the lead booking name and accommodation. Please assist with the movement of luggage on and off the ferry. Travel Trident are a separate company to Herm Island and the responsibility of luggage always remains with the guest.

MOBILITY SCOOTERS & MOBILITY AIDS

Herm Island holds two mobility scooters owned by St. John's Ambulance in Guernsey. Guests must book the scooters through St John's, but must also inform either the hotel or the reservations office that the scooter has been booked. The Company is not responsible for maintenance or upkeep of the scooters but will ensure they are charged and ready for guests who have booked them.

FACILITIES

The White House Hotel pool and lawns are for the exclusive use of hotel guests only. Self-Catering guests may book to use the tennis court at the hotel reception.

STORAGE

Following a recent Health and Safety review, there will no longer be any storage available for any personal items of island guests. Please take all belongings home with you. Any left items will be discarded. Campers can store items over the winter on pallets and will need to tarpaulin these against the weather.