

## **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. Deposit or full payment must be made within this time to confirm the booking. If no payment is received the reservation will be cancelled without notice to the client.

Hotel: Room rates do not include children or additional adult guests. Children are charged according to age as per the current year's tariff sheet (available on the Herm website and subject to change annually). Children over 15 years of age and additional adults will be charged at 50% of the room rate on a B&B basis. 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.

The hotel may, on occasion, offer a promotional 'free rate' for children. This rate applies to ONE child per paying adult. Any additional children will be charged at the standard rate.

Self-Catering & Camping: Tariffs are complete prices for the accommodation and not based on number of people which must not exceed the number of people originally specified or the number of beds 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 guests** are required to pay the full balance at least **4 weeks** prior to arrival or on booking if within one week of arrival.
- **Self-catering cottage guests** are required to pay the balance **8 weeks** prior to arrival as per the booking confirmation. Full payment is due immediately for bookings made less than eight weeks prior to arrival.
- **Campsite guests** are required to pay the full balance on 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.

### Deposits and cancellation fees:

**Hotel** - deposit will be forfeit if cancelled more than **4 weeks** before arrival date. Full balance is forfeit if cancelled less than 4 weeks before.

**Cottages** – deposit will be forfeit if cancelled more than **8 weeks** before arrival date. Full balance is forfeit if cancelled less than 8 weeks before.

**Camping** - 25% of the full tariff will be forfeit if cancelled.

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.

## **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 ferry to and from Herm. 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 relevant website:

[Isle of Herm](#)

[Travel Trident](#) (this is a separately owned company and not run by Herm Island)

Isle of Herm ferry ticket holders will be informed by text / email at approximately 4pm the day prior to sailing if the following day's sailings are going to be weather affected. Ticketholders can then amend their sailing time or date, if necessary.

Guests wishing to travel a day in advance and take up accommodation prior to the confirmed booking date, will be charged at the full tariff rate. The Company will endeavour to move any bookings affected by travel disruption if possible and subject to availability.

If **ALL** sailings to Herm Island are cancelled on your arrival date, we will honour a booking transfer to the following day, subject to availability, or another date for the current season.

For self-catering cottage guests, where full payment has been made and it is not possible to transfer the booking to the following day, we will offer a complimentary night towards a future stay in self-catering accommodation for the night lost (minimum 3 nights must be booked).

If there are no sailings on your departure date, the full tariff is payable for an extra night's stay. Please check weather forecasts for possible sailing disruptions during your stay and decide if you should leave a day early to avoid additional charges, or for personal reasons such as work commitments. Herm Island Ltd can only advise as sailing schedules are not confirmed until the day. *In exceptional circumstances, Herm Island Ltd may, at our discretion, offer an additional night's stay on departure due to travel disruption.*

## **ARRIVAL & DEPARTURE TIMES**

Hotel: Whilst every effort will be made, rooms cannot be guaranteed to be ready before 2pm. Departing guests are requested to vacate their rooms by 10am.

Self-Catering & Camping: Whilst every effort will be made, cottages are not guaranteed to be ready before 4pm & equipped tents before 2pm. Departing guests are requested to vacate by 10am. The Herm office will be notified if they are available earlier.

Guests should collect cottage keys from the hotel (Apr – Oct) or Harbour office (Nov – Apr) and return keys to the same place.

## **SPECIAL REQUIREMENTS**

If you have any special requirements these must be communicated to staff before the booking is confirmed. Herm staff are happy to 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**

Voucher codes must be valid and declared on booking.

## **AGE AND SINGLE GROUP RESTRICTIONS**

Adult supervision is required for all ages up to the age of 18 in all accommodation. 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 LIMITS & TRANSPORTATION**

**Isle of Herm Porterage** - Herm Island will provide a portorage service for every Isle of Herm ferry sailing.

All guests are permitted a **maximum of 2x 20kg bags per person.**

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 transported **on and off** the ferry. Luggage will be transported to your accommodation from your point of arrival by the island porters and collected at the end of your stay for transport to your departure point. Luggage must be clearly labelled with the lead booking name and accommodation.

Please also note, luggage will remain the responsibility of the guest until the accommodation unit is ready and may be left in the hotel boot room, outside your cottage or in the campsite luggage area, dependent on where you are staying. Please ensure your luggage is waterproof and, if it contains food items, securely fastened so it does not attract birds, as it may be left outside your accommodation for a few hours if you arrive on island before check-in time.

Special assistance will ALWAYS be available if needed so please inform the Herm office prior to arrival if assistance is required.

Travel Trident is a separate company to Herm Island and the responsibility of luggage always remains with the guest.

## **DOGS**

**Hotel:** Eight rooms at The White House Hotel are designated dog friendly. Guests must declare if they are bringing dogs when booking. Dogs are charged at £25 per night per dog.

**Self-Catering:** All self-catering accommodation on ground floor level that has its own self-contained garden permits a maximum of two dogs per cottage (possibly three in larger cottages, dependent on size of dogs). There is a one-off fee of £25 per dog for cottage stays.

Dog beds and bowls can be provided on request.

**Camping:** No dogs are permitted on the camp sites at any time.

## **CLEANING & DAMAGE**

Accommodation must be kept clean and tidy and left in the same condition as when you arrived. Furniture should not be moved. If in our sole discretion, cleaning beyond what is usual on a changeover is required, we reserve the right to charge a fee for this service.

Whilst we do not charge a cautionary damage deposit, should any damage be done to the accommodation or elsewhere on the island, other than fair wear and tear, you will be billed for the full cost of replacement or repair.

## **MOBILITY & DISABILITIES**

Whilst the Company will do everything in its power to accommodate guests with mobility issues, it must be noted that much of the terrain of the island is uneven and most of the cottages and campsite are at the top of a steep hill. Please do make our reservations team aware if you have mobility issues or require accommodation that has suitable accessibility.

## **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. Seasonal campers can store items on pallets over the winter and will need to tarpaulin these against the weather.