

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.

All booking contracts are between the guest making the reservation and the Company and cannot be re-sold by the guest.

The Company reserves the right to amend these terms at any time. An up to date version of these terms can be found on the Herm website: www.herm.com .

RATES

Hotel: Room rates are based on two adults sharing (except single rooms) and do not include children or additional guests. Guests are kindly requested to 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 no accommodation charge, meals to be paid
- Aged 7 to 14 are charged at £50 per night on a B&B basis
- Aged 15 and over are charged at 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

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

The full balance is due at time of booking for all reservations made less than two months prior to the start of the holiday.

DEPOSITS

Provisional bookings are accepted subject to availability and will be held for 24 hours. A deposit payment must be made within this time to confirm the booking, otherwise the reservation will be cancelled without notice to the client.

All deposits are non-refundable and vary depending on the accommodation:

Hotel: 25% of total amount
Cottages: £250.00
Camping: 25% of total amount

FINAL PAYMENT

Hotel

All balances are due **one month** prior to arrival date

Except:

Special/Inclusive Package Bookings (eg. wine tasting / gourmet / murder mystery weekends/Christmas/NYE and Winter Wonderland – this list is not exhaustive) - full balance is due **two months** prior to arrival date.

Cottages & Camping

All balances are due **two months** prior to the arrival date.

Non-payment by the due date may be treated as a cancellation. The Company does not send reminders and may re-let the property without reference to the guest. For bookings made less than two months prior to the start of the holiday, full balance is due at time of booking.

SPECIAL OFFERS AND 28 – DAY REBOOK OFFER

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.

Sale prices will not be retrospectively applied to bookings made before the published special offer.

Guests are offered 28 days from their date of departure to re-book the same accommodation for the same arrival day the following year. We request that guests contact Herm to reserve this; the standard non-refundable deposit will be required to confirm the booking. The rebooking offer expires if it is not used within 28 days. Where any event such as, but not exclusively, a leap year changes the pattern of re-booking dates, the company's decision is final.

If you need to change your usual re-book dates for one year (for example to attend a family celebration) your usual re-book dates and accommodation can be secured for the following year with a deposit of £200.

The Company reserves the right to withdraw any offers, special/promotional or re-book, at any time.

CHANGE OF ALLOCATED ROOM

The Company reserves the right to move the booking to alternative, but of the same standard, room(s) if necessary.

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 fully refunded.

CANCELLATION FEES

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 one month before arrival date. Full balance is forfeit if cancelled less than one month before arrival date.

Hotel Special/Inclusive Package Bookings: deposit will be forfeit if cancelled more than two months before arrival date. Full balance is forfeit if cancelled less than two months before arrival date.

Cottages & Camping: deposit will be forfeit if cancelled more than two months before arrival date. Full balance is forfeit if cancelled less than two months before arrival date.

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. Unused nights will not be refunded.

TRANSFER OF BOOKING/CHANGE OF DATES BY GUEST

Where possible, the Company will work with guests to find a suitable alternative dates to avoid full cancellation. An administration fee of £50 may be applied.

New dates must be within the same year as the cancelled dates; the booking and payments cannot be transferred to future years.

Changes in tariff will apply according to Herm's current tariffs.

Only one transfer of dates is permitted for each booking and full cancellation terms will apply if new dates become unviable.

Transfer of dates/properties will not be eligible for the 28 day rebook offer.

TRAVEL / HOLIDAY INSURANCE

Please ensure you have adequate insurance to cover the cancellation of your booking such as, but not solely, for health reasons or weather affected travel. Herm is not liable for any disruption to your travel plans caused by transport operators such as airlines or ferries.

Please be advised that Herm has several first-aid trained community first responders, but there are no medical facilities on the island, and any call out to the emergency services in Guernsey, and subsequent treatment in Guernsey, will incur charges to yourself.

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 Travel 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. If guests are unable to leave Herm due to Travel Trident not operating, Herm will accommodate guests for which there will be a charge.

If guests are required to leave Herm earlier than expected due to Trident being unable to sail on the expected departure date, the Company will provide a letter, by email, for your insurance claim. There will be no refunds given for unused portions of the reservation caused by weather related travel disruption.

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 cottage guests where 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 three nights must be booked), subject to availability.

CHECK-IN/CHECK-OUT 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.

Cottages: Whilst every effort will be made, cottages are not guaranteed to be ready before 4pm. Departing guests are requested to vacate by 10am.

Cottage guests should collect keys from the hotel (April – October) or the Harbour Office (November – April) and return keys to the same place.

A late check-out may be available at a supplementary charge of £20.

If you are bringing vital supplies that need to be in a chilled environment such as baby milk or medicines, please alert the reservations team so facilities can be put in place for safe storage until your property is ready.

Camping: Equipped camping tents are not guaranteed to be ready before 2pm. Departing guests should vacate by 10am. Check-in is at the Harbour Office.

SPECIAL REQUIREMENTS

Please communicate any special requirements to staff before the booking is confirmed. The Herm team is happy to discuss any requirements and make recommendations and provision where necessary and if possible. The Company cannot be held responsible for any special requirements not brought to our attention in writing at the time of booking. Please relay dietary information prior to arrival so that suitable menus can be compiled, and produce ordered.

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. Guests are asked to please present any vouchers at check in, otherwise full payment will be requested.

AGE AND SINGLE SEX 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. The Company reserves the right to request any parties causing disturbance by noise or behaviour to leave the island.

DRUGS

Guernsey allows a limited number of prescribed medicinal cannabis products. Use or distribution of any unprescribed cannabis or any other illegal drug will result in being escorted from the island and police may be involved.

SMOKING/VAPING IN HOLIDAY ACCOMMODATION

Smoking and/or vaping is not permitted inside any accommodation including hotel rooms, corridors and public spaces, cottages and tents.

We respectfully request that smoking or vaping is done outside the property, not leaning out of a window.

Removal of, or otherwise tampering with, smoke detectors inside the holiday accommodation will result in your holiday being terminated immediately.

DOGS

A pre-authorised damage deposit may be required in addition to the dog charge.

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.

Cottages: All cottages at ground floor level that have a self-contained garden permit a maximum of two dogs per cottage (possibly 3 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: Dogs are not permitted on the campsite except Assistance Dogs that have been trained by a Guernsey States recognized organisation for the following:

- to guide a visually impaired person
- to assist a hearing impaired person
- to assist a person with epilepsy or diabetes
- to assist a disabled person who has an impairment that affects the person's mobility, manual dexterity, physical co-ordination or ability to move everyday objects, or
- to assist a person who has a disability (other than those listed above)

Guernsey recognises the following organisations:

- any organisation which is an accredited member of Assistance Dogs International (ADI)
- any organisation which is a member organisation of the International Guide Dog Federation (IGDF)

The definition of 'Assistance Dog' by Guernsey States '*does not include animals for protection, personal defence or comfort (e.g. emotional support animals),'*

If you need an Assistance Dog that has been trained by one of the recognized organisations for a disability not listed above please contact the office.

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 currently 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.

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 Travel Trident ferry. Bags must be clearly labelled with the **lead booking name and name of cottage or hotel room**.

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.

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 providing you have registered your return sailing time with reception 24 hours before departure. On departure your luggage needs to be labelled with your sailing time and name and left in the same place it was delivered to on arrival.

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, depending 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.

MOBILITY SCOOTERS & MOBILITY AIDS

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. We will do our very best to assist you, however, Herm is a car-free island and there are limited passenger vehicles that are used primarily for the day-to-day operation of the island and to respond to emergencies as they occur.

FACILITIES

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

STORAGE

Following a Health and Safety review, there will no longer be 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 over the winter on pallets, and in their own sheds, and will need to tarpaulin these against the weather.

LOST/LEFT PROPERTY

If Herm staff find items left behind after your visit, we will endeavour to reunite them with you. The Company accepts no responsibility or liability for any personal items left on the island or in any accommodation.