

THE ROSEVINE

Booking Terms and Conditions

Rates

Our rates are advertised at per room per night basis unless otherwise stated. Your rate will be confirmed to you at time of booking, once a booking is confirmed we regret we cannot amend your rate. All offers are subject to availability and only one offer can be applied to each stay

Confirmation and Cancellations

To secure a booking we require a non-refundable deposit of 30% of your total accommodation cost. Bookings are confirmed by email, please ensure you provide clear and correct contact details on enquiry. The Rosevine accepts all major cards and BACS transfers, please note when paying by credit card a 2% transaction fee will apply

We occasionally offer to hold a stay on a provisional basis, if after 24 hours the booking has not been confirmed with a deposit we will release the dates without notice

Cancellation by you; If you wish to cancel your booking we must receive notice in writing. If you cancel your booking within 30 days of your arrival date and we are unable to resell your room/s, a 75% of your total accommodation cost will apply. If we are able to resell some or all of your stay we will advise the additional % charge above the initial 30% deposit on a case by case basis.

Cancellations by us; If for reasons beyond our control we have to cancel your booking all deposits paid will be refunded in full and we will do our utmost to help source alternate accommodation. We will not be held responsible for additional costs incurred as a result

We cannot promise specific suites or apartments, but we will do our very best to accommodate requests

Additional Booking Notes

All of our family apartments sleep 2 adults and 2 children with the exception of Hemmick, which sleeps 2 adults and 3 children. Should you require an additional bed, z-beds are charged at £25.00 per bed per night subject to availability. All our rooms except Slate Room 3 can accommodate a cot, please request on booking due to limited numbers, cots are loaned to our guests free of charge

Check in is from 3pm until 7pm, a later check in can be arranged with advance notice. Check out is 11am on day of departure, any late departures unless prior arranged will be charged accordingly

Free parking is provided for our guests, vehicle registration numbers are collected on arrival. All vehicles are left at owner's risk and The Rosevine will not be held responsible or liable for any theft or damage of vehicles

Smoking is not permitted anywhere within the buildings at The Rosevine including inside the apartments, if this rule is ignored a deep clean fee of £50.00 will be charged

Towels for use in our indoor pool are provided for our guests, however please bring along with you towels to use at the nearby beach

We have specific dog friendly rooms at The Rosevine, please make us aware on enquiry if you wish to travel with your dog. Dogs are charged at £10.00 per dog per night

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Any damage caused during your stay will be charged to the person/s responsible in full

Events and Weddings; On occasion, we hold small events and weddings resulting in some of the communal areas being unavailable for a brief period. We will do our very best to inform you of any closures in advance, no monies or compensation will be offered should this occur during your stay. Please note events, weddings and group bookings of more than 3 apartments have their own terms and conditions

Maintenance; We are open all year round and as such we may carry out essential maintenance or improvements during your stay. The Rosevine will make every effort to inform you of any planned maintenance and will keep noise and inconvenience to a minimum

The indoor swimming pool is available for all guests to use during the times stated in the guest information folder. Anyone under the age of 16 must be accompanied by an adult at all times, our pool is unsupervised and guests are encouraged to take care when using this facility. Guests use the pool at their own risk

During the school Summer holidays, all rooms have a min stay of 4 nights.

The Lookout house minimum stay periods;

The school Easter holidays, July and August have a minimum stay of 7 nights in the Lookout house

The school Christmas holidays, May half term and October half term have a minimum stay of 4 nights in the Lookout house

Dates around the above-mentioned periods, the Lookout house has a minimum stay of 2 nights

Food and Drink

Children at The Rosevine; Children are considered 0 – 12 years old, anybody over the age of 12 is considered an adult and will be charged for accordingly. Our bed and breakfast rates include breakfast for two adults, children will be charged as follows, 0-2 free of charge, 2- 12 years old 50% of adult price and 13+ charged full price

With the exception of baby food, only food and drink purchased from The Rosevine may be consumed in the communal areas, restaurant and grounds. No food or drink is permitted in our swimming pool area

Our restaurant is open to non – residents for lunch and dinner daily. We do our very best to prioritise our residents for restaurant reservations, however during busy periods we may not be able to guarantee a booking should we not be informed of requirements in advance.

The kitchen can accommodate all dietary requirements, please detail any allergies or specific dietary requirements upon booking

Provided in your room on arrival will be tea, coffee, bottled water and fresh milk to get you started. If you wish to purchase replenishments please notify reception

We do offer room service on our menus; this service has a supplement of £5.00

If you have any questions regarding these conditions please call reservations on 01872 580 206