



St Mary's Hall Hotel
the Spirit of Scilly

TERMS AND CONDITIONS

All bookings are subject to the terms and conditions below:

- Guests are asked to pay a deposit of 30% on room rates.
- If you book one of our promotional breaks 50% deposit is required..
- We charge a £5 credit card transaction fee. No charge for debit cards or cheques or BACS payments
- Provisional bookings, for which no deposit is received within 14 days, may be re-let.
- Please advise us as soon as possible if you do not intend to take up your reservation.
- We reserve the right to:-
 - o Change your room allocation should we need to for operational purposes
 - o In the event of a maintenance issue occurring during your stay that cannot be remedied immediately, we retain the right to move you to another room, once the repair is complete your original room will be made available for you again.
- All room accounts must be paid in full on departure.
- All additional activities are charged for in addition to our tariff prices.
- Changes to your booking may incur administration costs.
- A Non-smoking policy applies throughout the hotel.
- Our prices are inclusive of V.A.T, should VAT change prices will be affected accordingly.
- All travel included in your holiday are subject to the T&C issued by the operator as are all external services provided to the hotel.
- Should you require any additional items or extras during your stay please let reception know at the time of booking.
- If you have booked half board with us but choose to dine elsewhere during your stay, the difference is non refundable.
- If the Hotel is hosting an event during your stay we reserve the right to offer only B&B for that date and refund you the difference in tariff between bed & breakfast & half board.
- For last minute bookings full payment will be taken at time of booking.
- Our hotel only accepts registered guide dogs.
- Check in time is 2pm
- Check out time is 10.00am

LIABILITY

Every effort has been taken to ensure that we give a fair representation of the Hotel and its facilities and services on offer. In the event of an unavoidable problem, no liability shall be attached to the Hotel; however every possible means available will be used to remedy any such problem. All information given is correct at the time of going to press.

OUR CANCELLATION and PROTECTION SCHEME

We offer guests, delayed by fog or obliged to cancel or curtail their holiday, a cancellation protection scheme; this gives peace of mind in the face of unforeseen events at the time of booking. When joining this scheme details will be sent in writing along with a booking reference number, you have 14 days from the time of posting to cancel your membership and receive a full refund should the details not meet with your expectations.

Stay of 1-3 nights	£15 per person
Stay of 4-7 nights	£25 per person
Stay of 8 nights or more	£30 per person

Our Cancellation Policy

We respectfully advise guests that the following charges apply to all delays and cancellations if you have not taken out our Cancellation Scheme above.

- All deposits are non-refundable.
- When cancellations occur, we will endeavour to re-let the room; should we be unable to do so we will charge up to 75% of the final balance.

** We strongly advise guests to take out holiday insurance**

St Mary's Hall Hotel
Church Street, Hugh Town
St Mary's, Isles of Scilly
TR21 0JR

T 01720 422316

F 01720 422252

contactus@stmaryshallhotel.co.uk



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ADDITIONAL INFORMATION

Both the travel operators include with their tickets the terms and conditions of travel, we now offer salient points for you to know, we do advise that you read the information sent to you with your ticket.

Travelling by Air

- Flight check in time is one hour prior to departure for both operators
- This will include the pick up time required by surface transport from Penzance station
- If travelling by air with Skybus from Lands End please pre book (or ask us to) your return surface transfers, the journey time is approximately 15 minutes.
- British International helicopters have surface transport which does not need to be booked. The journey time between the station and the heliport is less than 5 minutes
- Hand luggage is not permitted inside the aircraft with the following exceptions
 - a) A small hand bag and/or coat
 - b) Camera
 - c) Binoculars
 - d) Book
- There is car parking at the following airports
 - a) Lands End (slightly cheaper to book in advance, we can do that for you)
 - b) Newquay airport parking is very close to the terminal, there is no pre booking option available at this time.
 - c) Exeter airport parking can be booked at www.exeter-airport-car-parking.co.uk
 - d) Bristol has a huge car park divided into zones, pre booking a space can be done at www.BristolAirport.co.uk/parking
 - e) Southampton parking can be booked by visiting www.southampton.co.uk/parking short stay parking is within walking distance of the terminal, for long stay parking a bus is available every 5 minutes

When you've finally managed to park and you get to check in you will need photo identification or a passport. You will also need either an e ticket or your booking reference number which has been given to you previously. On arrival at St Mary's airport you will be met by either Del or Luke (or one of their merry men or woman) they will bring you to the Hotel and arrange for your return pick up, the cost of this journey is £4.00 per person each way.

Travelling by Sea

- You will need to Board the ship approximately one hour prior to the sailing time (don't panic if you are slightly late)
- You will need to put your luggage into a container, please make sure that you have used the luggage labels we have sent you.
- The weight limit for luggage is 25kgs per person consisting of up to two pieces of luggage
- Hand luggage is acceptable
- We will arrange for your bags to be delivered from the boat to the hotel, this will cost £1.45 per bag each way please let us know if you would like this service
- If you elect to collect your bags from the container you will be able to do so once the container has been lifted onto the quay please let us know what your preference is
- You can elect to walk from the quay to the hotel which is approximately 5 minutes walk, if you would prefer a taxi we can arrange one for you. Please let us know and we will arrange a pick up.
- On your return journey we will need to have your bags in reception by 9.30am, they will be collected by 9.45 and delivered to the boat. Once you have arrived back to the mainland you will find your bags in the container, this will be off loaded onto the quay
- The cost of the luggage handling will be added to your room account
- Parking for the boat must be booked you can book your car into secure parking by visiting www.scillyparking.co.uk they can also arrange for you to have an MOT during your time on Scilly.

The Scillonian 3 and Skybus are run by the same company; passage is transferable subject to availability and charges. On arrival you will be greeted by one of our staff who will escort you to your room, please feel free to discuss any needs that you may have with them.

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