

SHUN LEE HOUSE

TERMS and CONDITIONS

Shun Lee House, Trelyon Avenue, St Ives, Cornwall, TR26 2AD
Telephone: 01736 796777 www.shunleehotel.co.uk

We are unable to accommodate children below the age of 12 or pets.

Single occupancy of any room may incur an extra charge in high seasons.

Breakfast is served in the conservatory or on the terrace (weather permitting) from 8.30am until 10.00am. Vegetarian and special diets can be catered for, subject to prior notice. A light breakfast can be served in your room on request, see in-bedroom menu for full details.

Please advise any special needs of anyone in the party at the time of booking. Should there be anything you feel we should be made aware of in order to ensure your comfort and safety whilst you are with us, please do not hesitate to inform us.

Shun Lee is totally non-smoking. We do have an outside area for smokers.

All reservations are from 3.00pm on the day of arrival and every effort will be made to have rooms ready for occupation by that time. Guests are asked to vacate their room by 11.00am on the day of departure, otherwise a penalty may be charged equivalent to a further day's rate.

Tea and coffee making facilities are provided in your room.

Shun Lee is built on a hillside with steps down to the main door. As such, the premises are unfortunately unsuitable for wheelchair users or guests with mobility difficulties.

Car Parking is provided free for guests in the car park at the front of the premises, but Shun Lee House does not accept any responsibility for any damage or theft of vehicles or their contents. Shun Lee House can not be held responsible for any articles of value.

A 10% deposit (minimum £100) is required at the time of booking. Reservations are confirmed only on receipt of deposit. The deposit may be paid by credit card, cash or cheque.

28 days notice of cancellation of booking is required. Deposits are non-refundable in the event of cancellation. We suggest you have holiday insurance to cover this.

Cheques are accepted providing they are covered by a valid banker's card. Shun Lee House reserves the right to ask for alternative payment or further identification. We can not accept cheques on the departure date.

We accept MasterCard, Visa, Visa Electron, Solo Maestro, and Eurocard MasterCard.

Terms are subject to revision, but all agreements will be honoured once confirmed.