



Wellington House
26 Melvill Road
Falmouth
Cornwall
TR11 4AR
Phone: 01326 319947

Wellington House Terms and Conditions

Reservations

Bookings are accepted for arrival and departure on any day of the week, subject to availability at the time of booking. We will need to take a valid debit card number to secure the booking, and may take a deposit from that card equal to the first night's charge. Alternatively we may accept a credit card, but there will be a 5% surcharge, which reflects the charges made to us by the banking system. There is a minimum 3 nights booking in June, July, August and September, 2 nights in all other months.

Should you cancel your booking at any time up to 14 days before your advised day of arrival, our minimum cancellation charge is a sum equal to the first night's charge applicable. If you cancel between 7 and 14 days before advised arrival the cancellation charge is 50%, and if you cancel less than 7 days before anticipated arrival you will be charged the total that would have been due. This reflects our ability to re-let the accommodation. In case of unadvised no-show, your card will be charged the entire price of the reservation. You are advised to purchase cancellation insurance to protect yourself against cancellation, curtailment, loss of baggage, personal effects and money.

Bedrooms are available on arrival from 5.00pm to 9.00pm – any other times by specific arrangement only. Luggage may also be accepted earlier by arrangement. Rooms should be vacated by 10.00am on the day of departure. Failure to do so may incur an extra charge, however, we can usually arrange to keep your luggage later for you at no charge. There may also be a parking space available until midday if you wish to linger a little longer in Falmouth town or seafront.

Please advise your anticipated check-in time when making a reservation. If you should arrive earlier we are happy for you to leave your car in our parking area and come back to book in later. We do not accept any responsibility for damage to, theft of, or theft from any vehicle left on our premises at any time.

Conditions

Children under the age of 18 must be accompanied by a responsible adult at all times within the premises. Well-behaved dogs (no more than one per room) are welcome and should be kept under strict control at all times. You may not leave dogs unattended in bedrooms or the apartment at any time. Please be aware we have our own dog in the house, which while extremely friendly towards humans, is very territorial, and care needs to be taken to ensure he does not meet with any canine guests.

Smoking is strictly prohibited in any room – we are a totally non-smoking premises. If we discover any guest has been smoking in their bedroom they will automatically be charged a sum equivalent to 2 days room charge to enable the complete decontamination of the room for the next guest. The only place smoking is permitted is

on the deck of Below Stairs apartment. Please dispose of any cigarette or cigar butts responsibly.

Access Statement

Wellington House is not able to offer ground floor rooms, or any adaptation specifically for the disabled. There is one step into the house and a two-stage staircase of 15 steps to reach the first floor, where the bedrooms are situated. No accommodation is offered above the first floor or public rooms below ground floor level.

Safety Statement

There is a full fire risk assessment in place. We have installed fire doors and a fully compliant fire detection and warning system, and emergency lighting for your safety.