

B&B TERMS & CONDITIONS

By making this booking you are entering into an agreement with us so please read the terms and conditions of booking below. Your payment or stay will indicate your acceptance of these conditions.

1. Mennabroom Farmhouse is non-smoking/vaping. Please ask for an ashtray and directions to smoking area outside. Please be considerate to others while smoking outside and pick-up and dispose of all cigarette butts safely.
2. The owners have the right to terminate your stay if they feel guests are causing a disturbance or not treating their property with respect without refund.
3. Guests are welcome to use our extensive grounds and river walk but caution must be exercised around uneven paths and bridges and deep ponds. Children must be supervised at all times and dog owners must behave responsibly by keeping dogs on a leash and clearing up after them.
4. Please be tolerant of the rural sounds and scents that you may encounter, they are all a part of the countryside experience!
5. Wi-Fi - we have made every effort to supply our farmhouse with a complimentary internet connection. We do have Superfast broadband, but we cannot accept any liability for inconvenience or loss due to poor internet or mobile phone reception.
6. Lost Keys - a charge of £15 may be made for replacement keys.
7. Lost Property - any belongings left behind may be returned to you by arrangement at a minimum cost of £10. We reserve the right to charge further to cover the cost of returning heavy/valuable items. We will dispose of any unclaimed items after 28 days.
8. If the booking is cancelled by you before 21:00, 2 days before check-in, your deposit will be returned, less than 2 days before check-in and the charge is the first nights' stay.
9. Properties with character - if you choose to holiday in an older property, remember much of its character and charm is due to its age. Our 13th century farmhouse was built long before the days of damp proof courses and cavity walls, so some may show signs of damp. We do our best to ensure that the background heating is kept on sufficiently in the whole farmhouse, to compensate. Condensation can be alleviated by opening windows and allowing the air to circulate. If you have any concerns, please talk to us at the time of making your reservation. Also, please remember that if traditional property features (for example, steep stairs or low beams) should be a problem for any member of your party, you must consider and mention this prior to booking.
10. Please remember that properties in the country do attract spiders and therefore cobwebs. It does not mean that the farmhouse has not been cleaned, as cobwebs can be spun almost as quickly as they have been cleaned away!

11. Please familiarise yourself with our Fire Action page, including location details and exit routes in this Welcome Folder.

Other Points:

- Please ensure the room keys are left in the door when you are in the room. This is so they are immediately available to unlock the door in the event of a fire.
- The use of candles or tea lights is strictly forbidden inside.
- All appliances, except the fridge, should be turned off at night and TV switched off from standby.
- Please do not bring in your own fans, heaters, irons etc. Please ask and we can provide our own PAT professionally tested equipment.
 - A safety light is available for your use as a torch. However, its main function is to light up automatically in the event of a power cut in a fire emergency. Please leave this plugged in.
- If you would like the fire lit in the guest lounge, please let us know and we will man the fire.
- Please note, we do not currently have EV charging facilities. Charging of electrical vehicles, scooters, ebikes etc, during your stay is prohibited. The nearest EV charging facilities are available at Jamaica Inn. A comprehensive list of charges available locally, can be found here: <https://www.intocornwall.com/electric-vehicle-charging-stations-in-cornwall/>