



Below Stairs Apartment
26 Melvill Road
Falmouth
Cornwall
TR11 4AR
Phone: 01326 319947

Below Stairs Apartment 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 the busiest months, but we relax this to 2 nights in winter (end October to Easter).

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.

The apartment is available on arrival from 5.00pm to 9.00pm - any other times by specific arrangement only. Luggage may also be accepted earlier by arrangement. The apartment 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.

The apartment is situated at garden level and footsteps and other sounds may be heard from the floor above during the daytime only. Access is via a flight of granite steps, decking and further wooden steps. Provision has been made of handrails and non-slip matting but care must be taken particularly in wet weather.

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

The apartment is at lower ground floor level approached by broad granite and wooden steps, mostly with sturdy handrail. Access is then via the wooden deck. Once within the apartment there are no steps. The shower tray has a small sill. The doorways are not adapted for wheelchair accessibility, although this may be possible depending on wheelchair dimensions. We do not offer any other adaptation specifically for the disabled.

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.