



Booking Terms & Conditions

Thank you for choosing to book Tregonwell House Guest House. By making a booking you are entering into an agreement with us, please read our terms and conditions of booking below.

Deposit

To secure your booking with us we require a payment equivalent to the first night of your stay. In the case of a one night stay the full payment will be required on booking. By making your booking whether in writing, by email or by telephone, guests are entering into a legal contract with Tregonwell House.

Prices & Payment

Rates are per room per night as stated in our confirmation email. If you change the number of guests, dates or room nights, the rates are also subject to change. We only accept GB Sterling cash, cheque, debit & credit cards. The balance is payable during your stay.

Cancellation

If for any reason guests are unable to take up the booked accommodation, they should contact us at the earliest opportunity to cancel their reservation. Please do not consider your booking cancelled until you receive our confirmation. Guests who do not inform us of a cancellation in writing and do not take up the reservation reserved for them, will be liable for the full cost of the booking. You are advised to take out travel insurance to cover such an event.

Availability

If due to unforeseen circumstances Tregonwell House Guest House cannot deliver the accommodation requested, you will be offered alternative dates or suitable alternative accommodation (if available), or a full refund of any payment that has been made in advance. Our liability will not extend beyond this refund.

Arrival & Departure

If you would kindly let us know a few days before your arrival what time to expect you, we can ensure we are on hand to welcome you. We maybe able to accommodate early or late arrivals, however this needs to be confirmed upon booking.

Children & Pets

We are only able to accommodate children over the age of 12. Unfortunately we do not accept any pets at Tregonwell House.

Damages

In the unfortunate event of damage to Tregonwell House building or any of its contents, guests will be liable for the cost of the repairs to, or the replacement of, the affected items. Please tell us if there are accidents & we will do our best to rectify them fairly.

Conditions of Stay

If guests engage in unacceptable behaviour which causes disturbance either to other guests or staff, Tregonwell House have the right to terminate the booking immediately without being liable to refund or compensation.

Liability

Other than death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the cost of the booking, and under no circumstances will we be responsible for any other costs. Any data collected concerning your stay will be stored at Tregonwell House & will under no circumstances be shared with a third party.

Smoking

We are a completely non-smoking Guest House. This includes the use of all electronic cigarettes.

Access statement for Tregonwell House

This access statement does not contain any personal opinions as to our suitability for those with access needs, but aims to describe accurately our facilities and services we offer to all our guests.

Tregonwell House is a house full of character and is situated in an attractive tree lined road. Tregonwell House was built in 1902 & is a few minutes level walk from both Minehead town centre, West Somerset Railway and the sea front. All of the rooms have been individually decorated and furnished to a high standard, and all have en suite facilities.

Before you Arrive

We are contactable by phone or email.

There are bus stops in the Main Town Centre & at the West Somerset Railway Station. Both are 5-10 minutes level walk to Tregonwell House. A regular bus service to Taunton runs approx every 30 minutes (number 28). The nearest Network Rail station is in Taunton (25 miles).

Our website has a location map and we can always send directions with confirmation letters if desired.

Contact Information

Address: 1 Tregonwell Road, Minehead, Somerset TA24 5DT.

Telephone: +44(0)1643 709287

Email: info@tregonwellhouse.co.uk

Website: www.tregonwellhouse.co.uk

We live on site & are contactable via the reception bell or via our mobile phones when we are out.

Arrival & Car Parking

It is free to park on Tregonwell Road at anytime, however, directly outside Tregonwell House there are double yellow lines. This means you can temporarily park to allow you to unload any luggage if arriving by car. The front door is approx 12 feet from the kerb and is a level surface walk to two steps up to the front door. The steps have edges painted white. We are always on hand to assist our guests with their luggage. The car park is available for our guests at the rear of the property accessed via Summerland Avenue. Please walk back to the front door to access Tregonwell House.

Internal Public Areas

There are two doors from the street to the main hall, both are kept locked and guests have keys to gain access. All corridors and stairs are carpeted & are well lit with emergency lighting in case of a power cut. All rooms are accessed from a large flight of

wide Victorian stairs (34 inches or 86cms) with a handrail on the right hand side. There are 13 stairs to the first floor landing, five to second half landing where we have 3 doubles & one twin room. We then have a further 9 to the second floor and one double room. A further 6 stairs leads you up to a double & a twin room. We do not have a lift on the premises. The dining room is on the ground floor & is accessed from the main hall through a wide door (31 inches or 78cms).

Bedrooms

All rooms are well lit, are fully carpeted and have doorways at least 28 inches or 71cms wide. All rooms have ample sockets at 28 inches or 71cms height. All the rooms have en suite shower rooms with safety flooring. We do not have adapted shower rooms or grab rails, however non-slip shower mats are available on request.

Fire Safety

All of our guest rooms are connected to the fire detection system via the smoke alarm. There are extinguishers on each landing and in the main hall on the ground floor. There are notices in each of the guest rooms detailing what to do in the event of a fire. If you have any concerns, please discuss this when booking and we will be able to advise you to the suitability of the accommodation.

Additional Information

We do not accept pets with the exception of Guide dogs.

Wifi & mobile phone reception is generally good in Minehead, but can be less reliable on Exmoor.

All guests are provided with one set of Front door, lobby & room keys.

Guests are welcome to use the small fridge in the dining room for their own medical items.

Tregonwell House is a totally non-smoking building & we kindly request guests who wish to smoke to do so away from the building completely.