



TY-PARC GUEST HOUSE, PARK AVENUE, CARDIGAN, CEREDIGION, SA43 1AG

TERMS & CONDITIONS

GENERAL

Upon booking with us we understand that you have read and accepted our terms and conditions. We may require at least a 25% deposit at the time of the booking, with the balance to be paid on departure of your stay.

You cannot transfer or resell your booking to another person without our authority. If you transfer or resell then we will terminate your booking and retain any money paid to us for such booking. You may make a booking on behalf of someone else. However, you are responsible for ensuring that any customer in your booking complies with these terms and conditions. Any booking of multiple rooms is considered a group booking.

Room rates are available on our website or what is advised by telephone. You must ensure that the name on a booking is correct at the time of the booking. We reserve the right to charge to your card any extras and/or damages and additional cleaning costs that become liable due to any infringements of these terms and conditions.

We sell various rooms at various times to other booking agencies. Booking via these websites possibly prevents the ability to view and agree to our full terms and conditions of business prior to making a booking.

BOOKINGS / RESERVATIONS

We accept reservations using a valid credit or debit card. A deposit of 25% of the total booking price may be required at the time of the booking. Any booking made through a booking agency is subject to their booking policy.

CANCELLATION POLICY

Cancellations must be made 2 days before the date of arrival. The full booking fee will be charged if a cancellation is in breach of our terms and conditions, including but not limited to no shows. All fees paid in relation to a group booking are non refundable.

ACCOUNT BALANCE

We will use the same card details supplied for the reservation for payment of the account balance unless otherwise agreed with the person making the booking. The balance of the complete reservation will be payable on completion of check out. Any extras incurred will also be payable on check out.

DEBIT / CREDIT CARD SECURITY

We maintain your card details on paper format from the moment that a reservation is made until the final balance is settled in full. Upon completion of settlement the card details maintained on file will be destroyed by shredding and later burning. We fully comply with all aspects of the data protection Act and are PCI and DSS compliant.

CHECK IN / CHECK OUT

Check-in time is from 3pm to 9pm on the day of arrival. Any attempt at arrival after this time will be considered a no show and charged accordingly.

Check-out time is from 7am to 10am on the day of departure.

OCCUPANCY

Children cannot be accommodated at the hotel.

Pets are not allowed in any circumstance.

Any damage to items that cannot be cleaned and have to be replaced will be chargeable. We will terminate the hire without notice and without refund in case of a breach of any of these conditions.

SMOKING

You must not smoke in the premises or interfere with our fire detection systems. The costs we incur if you smoke in our facility: We will include costs for specialist cleaning, repair or replacement of damage by you to our property, the cost of the room for any period it is unusable plus our administration expenses.

ALCOHOL / DRUGS

Should guests be found to be heavily intoxicated or considered to be under the influence of any banned drugs or substances whilst on the premises they will be asked to vacate the premises with immediate effect. We will terminate the hire without notice and without refund in case of a breach of any of these conditions.

DAMAGES

You must not damage any items belonging to us. If you do so we will terminate your booking. We will instruct a third party to contact you after your stay to recover the costs for any repair, replacement or specialist cleaning we incur if you cause damage to any part of the premises including but not limited to:- Fixtures, fittings, bedding, carpets, towels, flooring or furniture etc. We will terminate the hire without notice and without refund in case of a breach of any of these conditions.

STATUTORY RIGHTS

We have tried to ensure that any rights that you as a guest have that are implied by law into a contract of this type (statutory rights) are not excluded or limited in anyway. If any of these terms conflict with a statutory right or the law changes and your statutory rights change, then the statutory rights will prevail over these terms.

EVENTS BEYOND OUR REASONABLE CONTROL

We shall not be in breach of these terms, nor liable for any failure to perform any of our obligations in relation to your booking (such as the provision of room(s) and/or other products and/or services and/or extras) due to any adverse event, act, omission or accident which happens which is beyond our reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, interruption or fire (except by way of our default) or failure of (except by way of our default) electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

OUR LIABILITY

We shall not be liable for any losses that were not caused by any breach of contract or statutory duty or negligence on the part of us and we shall not be liable for any losses that were not reasonably foreseeable to both parties when the contract was formed. Nothing in these terms shall exclude or limit our liability for fraud or death or personal injury caused by our negligence or any other matter which it would be illegal for us to (or attempt to) exclude or limit.

THIRD PARTY RIGHTS

A party which is not a party to our Contract shall have no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.

LAW

These terms are governed by the laws of England and Wales.

Changes to Terms: We reserve the right to change these terms from time to time. The terms applicable to your booking are those in force on the date of booking.

CAR PARKING

Car parking is easily available along the side of the premises. We do not accept any liability for loss or damage whilst vehicles are parked alongside the property.

QUESTIONS / COMPLAINTS

If you have any question or complaint in relation to your booking or these terms please go to our website and click on the 'contact us' link and we will respond to you as quickly as we can, normally within 5 working days.