

## **Reservation Terms & Cancellation Policy**

### **Deposit and balance payment**

All prices are per room per night, for a maximum of 2 people. They include breakfast, car parking and VAT/local taxes. To secure a reservation, a deposit of one night's stay is required. Deposits can be paid using UK debit cards or credit cards (VISA or Mastercard). The balance of the reservation cost is payable in cash or using a UK debit card or credit card (VISA or Mastercard). The balance is due on the morning of departure. We do not take Diners Card, American Express or Travellers Cheques.

### **Cancellation, amendment and no-shows**

The deposit will be refunded in full if a booking is cancelled or amended in writing a minimum of 14 days prior to arrival. Cancellations made within 14 days of the arrival date will be refunded only if we are able to resell the room at the same rate and for the full length of the stay, otherwise a cancellation charge will be made which will be the full cost of your stay. Again, cancellation must be made in writing.

**Guests not arriving by the agreed check-in date and time without prior notification of cancellation or late arrival** will incur a charge equivalent to the cost of the outstanding balance of the original reservation, regardless of whether the room/rooms is/are resold for any dates during the original reservation period. We strongly recommend guests to consider purchasing a Travel Insurance Policy, particularly for reservations of multiple nights and/or rooms. We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible or unacceptable to you, then we would refund all monies paid by you for the holiday. Except in exceptional circumstances, our liability would not extend beyond this refund.

### **Reservation confirmation**

Do not travel until you have received a final reservation confirmation e-mail from Bryn Afon Guest House.

### **Check-in/departure**

Check-in is between 4 pm and 9 pm. Rooms must be vacated by 10 am on the day of departure.

## **Children**

Bryn Afon Guest House is not suitable accommodation for children under 12 years of age and therefore children under 12 years of age will not be accommodated under any circumstances.

By completing a reservation enquiry, you automatically imply that any children will be at least 12 years old prior to the reservation check-in date.

## **Pets**

The style and design of the house make it unsuitable for dogs or any other pets to stay in guest bedrooms so we do not accept dogs (or other pets). However, assistance dogs are welcome.

## **Damages**

All damages must be reported as soon as practically possible and paid for in full prior to checking out. Unreported damages will be charged to your debit/credit card.

Bryn Afon Guest House operates a **no smoking** policy throughout all public areas along with all guest bedrooms and bathrooms. This policy enables us not only to meet legal requirements but also to create a comfortable environment for all guests to enjoy. Should we believe that guests have been smoking in bedrooms, bathrooms or in any other part of the guest house, a smoking fine of £100 will be charged for deep cleaning and they will also be asked to leave the premises.

## **Privacy policy**

All information collected by Bryn Afon Guest House will be used only in conjunction with e-mail or postal offers and information relating to this guest house. Your details will not be passed on to any third parties.