



COED-Y-MWSTWR
HOTEL



Terms & Conditions of Hotel Use

Payment

You will be asked to guarantee your booking with a debit/credit card including your 3 digit security code. We accept American Express, MasterCard, Maestro & Visa. We do not accept Diners or JCB payments. Please note a minimum spend of £10.00 will apply to payments by **credit** card. We welcome cheque, cash or **debit** card payments for lower amounts. Cheques will only be accepted with a cheque guarantee card.

A full non-refundable, non-transferable payment may be required for promotional, seasonal and advance purchase rates at the time of booking. If pre-payment is not required then payment is due on departure from the hotel and can also be made by Town & Country Hotels gift vouchers or cheque (with a valid cheque guarantee card)

On arrival at the hotel, all reservations will require a pre-authorisation with a credit/debit card to cover incidentals during your stay. If paying cash, a deposit to cover the total room rate will be required and no credit at the hotel will be available.

What is a pre-authorisation?

A pre-authorisation is a temporary hold of a specific amount of the available balance on a credit or debit card. The pre-authorisation is not a charge and **no funds** have been debited from your account, however your bank statement may show the pre-authorisation as a pending transaction. When you give us a credit/debit card, the pre-authorisation guarantees us that the funds are available to pay for any charges incurred up to the value of the transaction +15%

How much is a pre-authorisation?

The amount that we pre-authorise will depend on the amount of nights that you stay e.g. if you are staying for 3 nights at £100 per night, we would pre-authorise your card for £300.00 **plus** extra to cover any incidentals. This therefore allows us to give you credit around the hotel during your stay, for example in the bar, in the restaurant, room service.

What method of payment can I use for the pre-authorisation?

In the event that no card is available then a cash deposit will be needed in line with the room rate for the stay, but no credit around the hotel during your stay will be available.

When is the card pre-authorised?

All credit or debit cards are pre-authorised on check in.

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Company Registration No. 05390385 VAT No.700893249



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When does the pre-authorisation get released from the credit card?

Upon your check out your room charge and any extras will be charged to your card. If the final amount is within 15% of the pre-authorisation amount the transaction should show on your statement immediately. However if the amount to be debited for your stay is plus/minus 15% of the pre-authorisation amount this should appear on your credit card statement within 3 working days as your card issuer may need to reissue/re-authorise on the same code for security purposes. However if you choose to pay the balance with another credit card or method of payment we will cancel the pre-authorisation and depending on your card issuer this could this **could** take a few working days to clear in your account. Please note that some card issuers may not action our request to cancel a pre-authorisation and it may take up to 7 working days to drop off.

Liability

Guests' liability for their account is not waived and guests agree to be held personally liable in the event that any indicated person, group, company or association fails to pay all or part of any charges incurred.

Damage to Hotel Property

We reserve the right to charge guests the cost of rectifying damage, caused by the accidental, deliberate, negligent or reckless act of the guest to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

Removal of Hotel Property

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guest's credit/debit card, or send an invoice for the amount to the registered address.

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Tampering with Fire Detection Systems and Fire Fighting Equipment

We reserve the right to take action against any guest found to have tampered/interfered with any fire detection equipment throughout the hotel, including detector heads in public areas and bedrooms, break glass points and fire extinguishers. Guests found to have tampered with any fire detection or fire fighting equipment will be charged with any costs incurred by the hotel due to their actions and additionally may be asked to leave the hotel. Depending on the severity of the guest actions, the Police may become involved at the hotel's discretion. Should the fact that fire fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

No Smoking Hotel

Guests who disregard or breach our no smoking policy within a bedroom will, without any exceptions, be charged for de-fuming costs. A fine of £50.00 will be levied per guest and will be deducted from card details provided. Any further damage to the room caused by smoking will be treated as damage to hotel property.

Inappropriate Behaviour

It is the hotel's policy that all our guests have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to our guests to protect them from inappropriate behaviour. Should the Duty Manager deem any actions by a guest inappropriate, or if any inappropriate behaviour is brought to the attention of the Duty Manager, the hotel reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest actions, the police may become involved at the hotel's discretion, or guests may be asked to leave the hotel.

Lost/Damaged Property

Should any guest lose any belongings during their stay or incur damage to their property, the provision of the Hotel Proprietors Act 1956 will apply, a copy of which is displayed in reception. If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if we cannot locate the owner and an item is not reclaimed within 3 months of the guest's departure it will be disposed of by the hotel.

Check In/Out Times

Check in time is at 14:00 and Check out time is 11:00. These times are explained when bookings are made and any extension to the check out time, either pre-arranged or as a late departure, may incur a charge upon departure.

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Parking

Parking is available on site and is complimentary to all guests. However, all vehicles are left at the owner's/customer's own risk, the company does not accept responsibility for loss or damage. Should a problem occur with a vehicle in the hotel car park, the hotel cannot accept any liability. If a vehicle is left in the hotel car park without the consent of the hotel, the hotel reserves the right to remove the vehicle at the owners' expense.

Dog Policy

With the exception of assistance dogs, no pets are allowed at Coed-Y-Mwstwr Hotel.

Special Arrangements

Whilst every effort is made to fulfil your requests, unfortunately, we can not guarantee these and failure to do so will not constitute a breach of contract.

Cancellations/Amendments

Any changes to the number of persons occupying a bedroom from those notified at the time of the initial booking must be notified to, and confirmed with Reception in advance of the arrival date. Should you need to cancel or amend your reservation you can do so without penalty up to 24 hours prior to arrival by 12 pm contacting our Front Office Team in writing. A cancellation later than 12 pm 24 hours prior to arrival or a no show will incur a charge equivalent to the first night's stay. The hotel reserve the right to charge the amount payable for such cancellation against the client's card details given without prior notice or approval of the client. Bookings made on promotional, seasonal and advance purchase rates may be non cancellable, non refundable and non transferable. In the very unlikely event that we have to book-out, change or cancel your reservation, we reserve the right to do so until the time of check in/arrival. If this does arise you can:

- 1) accept the changed arrangements as notified,
- 2) make an alternative arrangement with us, or
- 3) cancel your reservation and receive a full refund of any monies paid.

Food & Beverage

At the Coed-Y-Mwstwr hotel we offer a variety of meal plans. Where meals are included within a rate they are included for adults only. All meals are charged as taken for infants and children (excluding breakfast). Unless otherwise stated dinner bed and breakfast rates include a £34.95 Al la Carte dinner allowance per adult Monday-Saturday and £29.95 Table d'Hote on Sundays to be used on food only in Eliots Restaurant.

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Corkage:

Guests may bring no wines, spirits or beers onto the hotel premises for consumption. The hotel reserves the right to make a reasonable corkage charge if this is found to have taken place within the grounds, function rooms or bedrooms.

Child Policy

Coed-Y-Mwstwr Hotel recognise children as being 16 or under. Please be aware that individuals over 16 will be classed as adults and charged accordingly on arrival. Children aged 16 and under must be accompanied by a responsible adult to ensure that the child's behaviour is appropriate to other guests within the hotel. At the discretion of the hotel children may be excluded from certain bedrooms or function rooms.

One Wedding/Civil Partnership per Day Policy

The Coed-Y-Mwstwr Hotel operates a 'One Wedding/Civil Partnership per day policy' to ensure that we only ever have the couple who held their wedding/civil partnership at the hotel in their wedding attire. Any guests staying at the Coed-Y-Mwstwr following their wedding/civil partnership at an outside venue will be asked to remove their wedding attire before checking in. Unfortunately if guests arrive without taking note of this policy we will treat the room booking as a 'book-out' reservation. Please refer to the cancellations/amendments section for further information.

Entertainment Licence

We are a popular venue for weddings, functions and Christmas parties. If we do have a function taking place during your stay this will not affect the standard of room booked or you dining in the restaurant, as you are guaranteed a table as a resident unless you are informed otherwise at the time of booking. We would like to advise you that during functions at the hotel the lounge area may be busy at times and we ask you to bear in mind our entertainment licence is until 01:00am and you may experience noise until, and possibly, after this time.

Return of Room Keys:

There will be a £50.00 charge should a guest lose or damage room keys or fobs. Failure to return keys to reception on departure could also incur the same charge.

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