

GRAIG WEN B & B BOOKING CONDITIONS

Prices are per room per night for bed and breakfast and include VAT.

Your Booking - We will confirm your reservation when we receive your credit/debit card details or cheque payment for the cost of your first night's stay. We always require this non-refundable deposit to secure the booking - much like any other holiday or flight company. Please check your booking confirmation and tell us of any errors immediately. You must be over 18 to make a booking.

Payment – We will debit your card on confirming your booking for your first night's stay. In passing over your card details you are making a legally binding contract with us. Full payment is required when you check out which may be made by credit or debit card (not AMEX), cash or cheque.

Cancellation or Changes by YOU – It is essential that you let us know immediately if you need to cancel your booking. Please telephone us and confirm in writing.

If you cancel more than 14 days before your stay you will be charged for one night's stay.

If you cancel 14 days or less before your stay you will be charged the full amount of your stay.

Thus if you cancel your booking within this time for whatever reason – including family illness/bad weather/petrol strikes/car broken down etc we have the right to make a full charge for all our losses, in your absence, to your card. We do this because as a small business we are likely to have turned down other bookings and may be unlikely to be able to let the room for the same period.

We will debit your card in your absence for the full amount - we strongly recommend that you take out travel insurance just in case and can provide you with further details about travel insurance if you wish.

Cancellation or Changes by US - Once we have issued you with a confirmation we will do our very best not to make any changes to your booking or to cancel it. Sometimes though changes do occur before and after bookings have been confirmed, and very occasionally confirmed bookings have to be cancelled. We promise to do all we can to avoid changes and cancellations but must reserve the right to do so.

Arrival and Departure - Unless special arrangements have been agreed, the normal earliest arrival time is 4:00pm on the holiday start date and checkout by 10:00am on the departure date unless by special arrangement. Please let us know if you expect to check-in late or are delayed. We reserve the right to make a £25 late check in charge for guests arriving after 11pm.

Sale of Alcohol – We have a license to sell alcohol and an honesty bar with Welsh ales, cider, wine and whisky which is available until 11.30pm. You can enjoy drinks in our public areas or take drinks back to your bedroom. Guests bringing their own alcohol to drink in rooms will be charged £5/bottle for use of our bar facilities.

Special Requests - If you have special requests or needs you are responsible for telling us at the time of booking. If you have a disability that may affect your holiday please tell us before you confirm your booking. We will do our best to accommodate you but will let you know if we are not able to meet your needs.

Smoking – No smoking is allowed inside. A smoking area is available outside.

Damages – We reserve the right to charge for any damages or breakages howsoever caused and/or apply an excess cleaning charge where appropriate.

Pets – Well behaved pets are allowed and we make a £5/night cleaning charge per pet. Dogs must be kept on a lead at all times as sheep graze across the site and dogs may get on to the road. Please contact us if you would like to bring more than one pet. Pets must not be allowed on the furniture or beds so please bring appropriate bedding. At no time are pets to be left unattended. Fouling on site and any other mess made must be cleared up. Owners are liable for any damage caused.

Dissatisfaction – It makes us happy if you enjoy your holiday. If you have any problems, please let us know so we can try and sort them out while you are here.