

Terms and Conditions for Ty Newydd Holidays

Thank you for booking with Ty Newydd Bed and Breakfast. By making a booking to stay with us, you are entering a legal contract that is subject to these terms and conditions.

BOOKING & PAYMENT

To secure a room a deposit is required. The balance is to be paid during your stay or on departure.

All bookings are subject to confirmation. Confirmation is sent once we acknowledge receipt of the booking and deposit.

All payments must be made in pounds sterling £.

CANCELLATION POLICY

If you need to cancel your booking please let us know as soon as possible so that we can attempt to re-let the room.

- We will return the deposit if you cancel 28 days prior to your stay date.
- If you cancel less than 28 days prior to your stay date we will attempt to re-let the room but the deposit is non-refundable.
- The full value of the booking will be charged if the cancellation is made less than 48hrs before the date of your stay.
- If you are a “no show” and fail to arrive and take up your booking and have not informed us of your cancellation you will be liable to pay for the outstanding balance

Holiday Cancellation Insurance is strongly advised to cover any costs incurred by you having to cancel, curtail or postpone.

Non-availability of Accommodation. We would only cancel your booking if your room 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 booking. Our liability would not extend beyond this refund.

ARRIVAL AND DEPARTURES

Arrival. Check-in is from 4pm until 9pm on the day of arrival, unless otherwise agreed with us. If we are unable to accept you on arrival for any reason, ie, intoxicated, arrive with a dog or baby, full terms of booking still apply and you will be treated as a no-show/cancellation.

Departure. On the day of departure, we kindly request that you vacate your room by 10am to allow us time to prepare the room for our next guests.

HOUSE RULES

Children/Pets

Children are welcome who are School age and above. You will be fully responsible for your children during your stay. It is regrettable the property is not suitable for babies and young children. We do not allow pets.

Special Requirements

If you or any member of your party has any special requirements, please let us know at the time of making the booking. If you have any allergies please let us know. Our Access Statement is available on our website.

Third Party Bookings

If the person making the booking is different to the person taking up the occupation, the person who makes the booking may be held responsible for cancellation, curtailment or are a “no show” fees as well as damage or loss, and appropriate charges will be charged.

During your stay

Our aim is to offer all our guests a relaxing and enjoyable stay and we kindly ask guests to respect other guests. Please keep the noise to a minimum after 10pm. Accidents happen – please let us know immediately of any damage or spillage so that we can attempt a speedy repair or clean. Please leave muddy shoes/boots and wet clothing in the boot/drying room located off the breakfast room. Ty Newydd is a totally non-smoking establishment, and this extends to all areas. The use of candles, night lights or any other device incorporating a naked flame for the purpose of decoration or illumination is strictly prohibited. If we believe it is not suitable for you to remain on the premises because of unreasonable behaviour, you may be asked to leave and no refund shall be due.

Keys

The keys to your room and the property will be your responsibility during the stay. Any costs incurred through loss or keys not being returned, will be charged.

Complaints

If you have any complaint, please let us know immediately so we are allowed the opportunity to address the issue raised.

Liability

We do not accept liability for any damage, loss or injury to any member of your party or any vehicles or possessions.