

## TERMS AND CONDITIONS OF BOOKING

Thank you for choosing **The Four Poster B&B** for your stay in Llangollen. We have based our booking terms and conditions on Visit Wales/Britain's recommendations for small Bed & Breakfasts and by making a booking to stay with us, you are entering a legal contract that is subject to these terms and conditions:-

Prices – Our prices indicated on our website or otherwise are for the room(s) and include breakfast(s).

Restrictions - Sorry, we only accommodate children over the age of 12 years accompanied by an adult. The Four Poster is strictly non - smoking. We only allow one small dog in the annex room and holiday cottage. Being an old property, The Four Poster and holiday cottage is not suitable for wheelchair users. Be aware the stairs are steep and we do not have ground floor bedrooms.

Making a Booking - Minimum stay is variable two or three nights on bank holidays and weekends. To secure a stay with us, a deposit of the first nights' accommodation per room being booked must be paid by credit/debit card.

Special Requirements - If you or any member of your party has any special requirements including dietary needs, please let us know at the time of making the booking. A copy of our 'access statement' is available upon request, or can be viewed on our web site.

Cancellation - 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. Any cancellations made less than four weeks prior to your stay will incur a charge of 100% cost of the total of the booking. If you have booked through a third party travel agency their terms and conditions may be different. The balance will be taken from the debit/credit card used for the initial booking.

Curtailment - If you curtail your booking in advance of, or during your stay, please let us know as soon as possible so that we can attempt to re-let the room. If we cannot re-let the room, then you will still be liable for the remaining outstanding balance. If we are able to re-let the room for part of your remaining booking, then you will only be liable for any days that the room is not re-let.

Non-Arrivals - Should you fail to arrive and take up your booking without letting us know, a charge will be made against your credit/debit card for the full outstanding balance.

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 non arrival fees as well as damage or loss, and appropriate charges will be taken from their credit/debit card.

Postponements – If you need to postpone your booking, please let us know as soon as possible so that we can attempt to re-let the room. If we cannot re-let the room, the deposit will not be refunded and you will still be liable for the outstanding balance, which will be taken from the debit/credit card used for the initial booking.

Holiday Cancellation Insurance – To cover any costs caused by you having to cancel, curtail or postpone, we recommend you taking out appropriate cancellation insurance.

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 - Your room and vehicle parking will be available to you for check-in between 2pm to 830pm on the day of arrival, unless otherwise arranged. Please ensure you contact us as soon as possible to let us know if you will be arriving after 830pm to arrange alternative key collection. We may not be able to accommodate you if you arrive earlier than 2pm as we will be busy preparing rooms or out buying supplies. However, if you do arrive earlier there is a public car park on Mill Street which you can use. Please do not leave your vehicle on the B&B car park as we need to advise you where to park. Facilities, including toilets can be found in Market Street which is a 5 minute walk away. Please note that one car parking space per room booked is provided. If you have more than one vehicle, there is a pay and display car park on Mill Street two minutes walk away.

Departure - On the day of departure, we kindly request that you vacate your room and car park by 10.30am to allow us time to prepare the room for our next guests. The balance amount of your booking is payable on departure by credit/debit card or cash. Invoices are available on request.

During your stay - Our aim is to offer all our guests a relaxing and tranquil stay and we kindly ask guests to respect other guests' quiet enjoyment and relaxation.

We carry out our housekeeping between 11am and 2pm each day and will require access to your room during these 3 hours. If you are not planning on being out during these hours, please let us know.

Guests are not permitted to have visitors to their rooms or holiday cottage.

Accidents happen - please let us know immediately of any damage or spillage so that we can attempt a speedy repair or clean. Spillages are more easily rectified the sooner they are dealt with. Any significant breakage or damage may result in a charge for replacement, repair or specialist cleaning. If the damage means the room cannot be made available in good time for the next arriving guests, you may also be liable for loss of income. Guests staying in the holiday cottage will be asked to provide a security deposit on arrival in the form of a valid debit or credit card. The holiday cottage will be assessed by us on departure and any unreasonable extra cleaning required will be charged to this card. We request that pets are kept off the furniture and bedding and are not left unattended at any time in rooms. All damage made by pets may be liable to extra charges.

We appreciate muddy shoes/boots and wet clothing being left in the shed where we provide a line for drying purposes.

Any item taken from the rooms without our consent will be charged for. Lost keys will incur a £50 charge.

Liability - We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves.

Privacy Policy - Any data collected during the course of this booking will be stored on our computer(s) and/or booking diary. From time to time we may contact you by email about promotions and offers, unless you specifically tell us not to. Your details will only be used by us and we will not share them with any third party.

Thank you for your co-operation. We look forward to welcoming you and hope you will have a relaxing and enjoyable stay with us.