

The Cliffbury

Guest House

Booking & Cancellation Policy

Booking

The prices shown on the website are per person per night including full welsh breakfast and based on a stay of 3 nights or more. There is a small additional charge for stays of less than 3 nights. Various discounts and deals are available during winter months and prices do not increase during peak times.

We have a minimum 2 night stay during the peak season although single nights may be available at short notice.

We respectfully remind guests that a **booking made and accepted by telephone, email or in writing constitutes a legally binding contract** between themselves and The Cliffbury and we would strongly advise all guests, in case of unforeseen circumstances, to take out travel insurance just as you would if you booked a package holiday or a flight.

All bookings must be secured with a deposit equal to 1 nights accommodation which is **non refundable**.

Deposits can be paid with credit/debit card over the phone or a cheque in the post (*cheques are only accepted for bookings made 2 weeks prior to the arrival date*).

If guests would rather complete a booking by email (i.e. overseas guests) then in addition to the contact details requested on the enquiry form we would also request the following information **once availability has been confirmed** in order to secure the booking:

- Details of any special needs including dietary requirements
- A mobile phone number
- An estimated time of arrival
- A card number for the deposit (we accept most cards except American Express)
- Expiry date on the card
- Issue number (for Maestro cards only where applicable)
- The last 3 digits on the back of the card

Once we have received this information we will email you with a confirmation of booking and payment of the deposit.

There is a card payment charge of 2.5% for payments made by credit card but no charge for debit cards. NB – we cannot accept cheques for final payment of the bill upon departure.

Check-in is from 2pm to 9pm (please enquire if you need an earlier check-in) and Check-out is by 10am prompt.

The right is reserved to charge for any breakages or damage during the stay and any guest found smoking or suspected to be smoking in their room will be asked to leave immediately and a charge made for repairs, cleaning carpets and curtains etc in addition to full settlement of the bill.

Cancellation

As we are unable to judge reasons for cancellation, change or non-arrival, guests are reminded that no exceptions to the cancellation policy will be made.

Once a booking is made and confirmed, any changes such as a reduction of days or changes of dates or rooms, is deemed as a cancellation and the standard cancellation terms and charges apply.

Cancellations by the guest must be made by phone. We do not accept cancellations made solely by email as these can show up as Junk Email and remain unread. The date from which the cancellation applies will be the day the cancellation notice is received by The Cliffbury.

Should the guest need to cancel or change a confirmed booking **for any reason**, the following cancellation charges will apply:

- Bookings cancelled or changed up to 7 days prior to arrival will not be charged the remaining balance of the booking.
- Bookings cancelled or changed with less than 7 days notice will incur a charge of 100% of the total balance less £5 per person per night for the cost of food and laundry that has not been consumed or used by you. We will make the utmost effort to re-let the room/s and if we are successful in part or whole then we will only charge you the revenue that we have lost.
- If all or part of a stay is cancelled after arrival due to you having to leave early, the full cost of the stay will remain payable on departure.
- No-shows will be charged the remaining balance of the booking.

Where card details are provided at the time of booking in order to pay the deposit, it is accepted by the card holder at the point of booking, that authority to charge the balance due, as detailed above, is automatic and part of the booking contract. *NB – no charges will be made to cards without first notifying the card holder.* Where no card details are provided i.e. deposit paid by cheque, then an invoice will be sent to the address provided for settlement of the balance.

Pre-paid bookings – In the case of cancellation or change of a pre-paid booking less than 7 days before the arrival date, if the room/s are re-let, the funds will be transferred (less any costs incurred as above) to a future booking but if cancelled room/s are un-let, then the cost of the booking will be non refundable and not transferable to a future booking.

Change of room

If the specific room reserved is rendered unusable via circumstances beyond our control (e.g. damage by a previous guest), we reserve the right to transfer you to an alternative room of equal status or on a free upgrade basis.

The Cliffbury Guest House
34 St David's Road, Llandudno, Conwy, North Wales, LL30 2UH
Tel: 01492 877224
Email: info@thecliffbury.co.uk
www.thecliffbury.co.uk