

# The Cliffbury

Llandudno

## Booking & Cancellation Policy

### Booking

The prices shown on our website are per person per night including full welsh breakfast and based on a stay of 2 nights or more for 2 people sharing. These prices are lower than any prices available online through booking agents and are only available when booking direct with ourselves. There is an additional charge for single occupancy of a double or twin room.

We have a minimum 2 night stay policy (this increases to 3 nights during high season).

We respectfully remind guests that a **booking made and accepted by telephone, email, online 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 credit / debit card and we reserve the right to charge a deposit equal to 1 nights accommodation which is **non refundable**. (*Cheques are only accepted for bookings made 2 weeks or more prior to the arrival date*).

If guests would rather complete a booking online then please use our online booking system on our Contact/Book page of our website (online bookings made through 3<sup>rd</sup> party online travel agents such as Booking.com are at a higher room rate due to commissions charged)

**NB – Cash is our preferred method of payment of balances** – debit cards are also accepted. **Unfortunately we cannot accept credit cards, cheques or travellers cheques for final payment upon departure. Debit cards are accepted for final payment.**

Check-in is from 3pm to 8pm and Check-out is by 10am prompt.

**The right is reserved to charge for any breakages or damage during the stay. Any guest found smoking / vaping or suspected to be smoking / vaping in their room will be asked to leave immediately and a room recovery charge of £100 will be made in addition to full settlement of the bill. This also applies to bringing takeaway food back to the room.**

### Cancellation

As we are unable to judge reasons for cancellation, change of booking 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. **(Where bookings are made through Booking.com and not direct with ourselves, the booking must be cancelled direct with them as we cannot cancel a booking made through a 3<sup>rd</sup> party.)**

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 only be charged the 1 night non refundable deposit.
- Bookings cancelled or changed 7 days or less prior to arrival will incur a charge of 100% of the total balance.
- 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. 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 7 days or less 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 where possible or on a free upgrade basis.

## **Covid 19**

In the event of the booking being cancelled due to travel restrictions or lockdown in relation to Covid 19 then any bookings made will be deferred to an alternative date and any deposit paid will be carried forward to that new date.

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