

## **Bookings**

To guarantee your reservation your credit/debit card details are required. A deposit of the cost of the first night's accommodation is required to confirm your booking. Tenby House reserves the right to amend your room type subject to room type availability. These conditions do not alter your rates quoted.

## **Cancellations**

Should you have to cancel your booking, a charge of the first night will be taken from the credit card with which you secured the booking if a minimum of 72 hours notice is not given. The credit card is accountable for the booking security of all rooms under the booking, and as a result, payment will be taken from that card for no show or cancellations giving less than 72 hours notice for any of the rooms under that booking. All cancellations **MUST** be confirmed in writing/email. **No cancellation is accepted by phone call to Tenby House.**

**Please see separate Conditions regarding cancellation under Deposits & Payments regarding BANK HOLIDAYS, THE IRONMAN THREE NIGHT STAY & THE NEW YEAR BREAK**

## **Arrivals and Departures**

Your room will be available from 4pm on your specified day of arrival and will be guaranteed for your first night only. On your day of departure we would ask that you vacate your room by 11 am. Extended departure times or early arrivals are available on request, subject to availability

## **Smoking Policy**

All the guest rooms in Tenby House are strictly non smoking in compliance with The Smoke-free Premises etc [Wales] Regulation 2007. If you have violated this policy by smoking in your bedroom, bathroom, out of bedroom windows you agree to £150.00 being deducted from your credit/debit card to cover the cost of cleaning and making the affected area fresh again for other guests.

## **Behaviour, Damages & Theft**

Tenby House reserves the right to judge acceptable levels of noise or behaviour of guests. The guest must take all steps necessary for corrective action. In the event of failure to adhere to management requests, Tenby House reserves the right to ask the guest to leave without being liable to any refund or compensation. The guest will be liable for any further costs incurred due to unacceptable behaviour and disruption. The guest is responsible to Tenby House for any damage caused to, or theft from allocated rooms or the furnishings, utensils of Tenby House generally by any act, default or neglect of the guests and shall pay Tenby House on demand the amount required to make good or remedy any such damage/theft.

## **Guests Clothing and Personal Property**

Tenby House does not accept responsibility for the property of clients or their guests.

## **Alcohol**

Tenby House is fully licensed – strictly 18 years and over.

## **Accommodation details**

Family rooms can accommodate two adults and up to two children. Travel cots are available on request.. We will make every effort to accommodate your requests, but all rooms are subject to availability.

## **Deposit & payment**

A deposit of the first night's accommodation is required to secure the booking. We

accept payment by credit/debit card

**In the case of GROUP BOOKINGS, LONG COURSE WEEKEND, BANK HOLIDAYS, THE IRONMAN THREE NIGHT STAY & THE NEW YEAR BREAK** full payment is required 6 weeks prior to arrival.

**This is non refundable.**

**We strongly recommend you take out Holiday Insurance in case of cancellation.**

**No refund will be given for cancellation within the 6 week period prior to arrival for GROUP BOOKINGS, BANK HOLIDAYS, THE IRONMAN THREE NIGHT STAY & THE NEW YEAR BREAK.**

**Full payment is required for CARTEN SATURDAY upon booking – this is non refundable upon cancellation.**

### **General Liability**

Tenby House does not exclude or restrict its liability in respect of death or personal injury resulting from its negligence. Tenby House shall not be liable for any breach of the terms and conditions or delay or failure in providing its services as a result of causes beyond its reasonable control including, but not limited to, fire, floods, strikes, delays in transportation or failure of services.

### **Alterations/Amendments**

Tenby House reserves the right to cancel a booking if: It is deemed the booking may prejudice our reputation or endanger the safety of our employees or guests. If any rooms is unavailable to the guest as a result of the accommodation/guest room not being able to provide the right standard we provide or would endanger the health and safety of the guest then Tenby House will try and find alternative accommodation to a similar standard or provide a full refund to the guest if any payment has been taken. We will try and provide maximum communication with the guest at the first and earliest opportunity the issue occurs. In the unlikely event that you have a problem during your stay you must bring it to the attention of the management at the time, to ensure that we have the opportunity to rectify it. If you are not satisfied that the issue has been resolved, please submit the details in writing within 28 days of your return to:-Lesley Fisher, Tenby House, Tudor Square, Tenby, Pembrokeshire SA70 7AJ.

### **Privacy Policy**

Tenby House is committed to ensure that your privacy is protected and Tenby House provides the appropriate protection standard and security for all personal information provided by you to us during collection, use and retention of information to ensure that we comply with UK legislation. Tenby House will collect, use and retain information about every booking to ensure our business is effective.

### **Check in/Check out**

Check in time is from 4 pm – if you would like to check in earlier this can be arranged by prior arrangement but you may not have immediate access to your room.

Check out time is 11 am