

Tŷ Bryn Booking Terms & Conditions

Thank you for choosing Tŷ Bryn for your stay. We are looking forward to welcoming you to our little Bed & Breakfast and the beautiful Wye Valley. Upon making this booking you are entering into an agreement with us. **Please familiarise yourself with these Terms and Conditions.**

1. **Tariffs & Deposits:** - The tariff quoted includes overnight accommodation and breakfast. Unless clearly stated on the booking confirmation, all extras (examples include flower bouquet, bottle of wine, telephone usage, greeting cards) will be charged for separately.

Your booking must be secured with a deposit payment of 50% of the total balance, within 24 hours of your reservation date. This payment can be made using:

- Credit/debit card via our Website booking calendar www.wyevalleystay.co.uk
- Credit or debit card over the telephone - UK: 01594 531330 or outside UK: 0044 1594 531330.
- By providing valid credit/debit card details via Booking.com, if you have chosen to use this third party agency. The agency makes these details available to us for a limited period and we will then debit your deposit within 24 hours. This agency invoices us monthly for their 15% commission.
- If using the agency Expedia there are two methods of payment 1) Expedia Collect where you pay Expedia the full balance. This is then transferred to us (minus 18% commission) once you have checked-out, or 2) Hotel Collect, where your valid credit/debit card details are made available to us for a limited period and we will debit your deposit within 24 hours.

If the card details you provide are invalid we will be in touch to ask you to correct your details within 48 hours so that a deposit can be taken. If they are not corrected within the allotted time, we hold the right to cancel your booking.

Please note *credit cards do incur a 2% handling fee.*

2. **Cancellation & Refunds:** - Once you have secured your stay, our agreement is deemed a legal contract. If you wish to cancel your booking, to receive a *full refund* of your deposit *no less than 14 days notice must be given.* For cancellations made up to 7 days before your booking you will not be liable for the total balance, but your deposit will be forfeit. For cancellations made after this time, or by failing to turn up at all, you will be liable for the total amount. For this reason you may wish to take out cancellation insurance for longer type stays and/or for group bookings, which is inexpensive and can be obtained from any good broker.

A 5% cancellation fee may be charged to cover credit card charges and administration.

At Tŷ Bryn we would only cancel your booking if your room were unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or it was unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

3. **Checking-in & paying your balance:** Ty Bryn is a small, informal Bed & Breakfast so please do not expect a full-time, hotel-type reception. Check-in is from 4pm on your day

01594 531330 - tybryn1@gmail.com - www.wyevalleystay.co.uk

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of arrival and guests are not expected until after 4pm. An early check-in can be arranged for a charge (to cover extra cleaning help required), but this is subject to availability and must be arranged at the time of booking.

We would be grateful if you could give us an estimated arrival time, and please let us know if you plan to arrive after 7pm.

Unless you inform us otherwise, your balance will be automatically debited from the same debit/credit card you provided for your deposit payment. If you want to pay using a different method please do tell us when you check-in.

4. **Checking Out:** Please be ready to leave your room by 10.00am on your day of departure, unless arranged otherwise. Your bill for any extras or services taken during your stay is payable prior to departure.
5. **Damages & Repairs:** - Tŷ Bryn Bed & Breakfast is also our home and we ask that you respect it and take care of it. You will be deemed responsible and liable for any breakages or damages, which you cause to the building or its contents. We do not normally charge for minor breakages, but we will request payment for repair or making good if the damage or breakage is significant, and we may request an additional payment if you did not report this prior to leaving.

Please ensure you report any defects or problems with your bedroom or en suite shower room at the time of discovery so, for your convenience, we may take steps to remedy it while you are here.

6. **No Smoking:** - Smoking inside any premises is against the law in the UK. We do not permit smoking inside Tŷ Bryn at any time. If you do smoke, as a courtesy to other guests, please smoke outside and away from the premises.
7. **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.
8. **Your Information:** - Any personal information gathered during the course of this booking will be held on our computer and will never be shared with another party except with your permission. We do not store any guest credit/debit card details and are fully PCI compliant.

In order to comply with the Immigration (Hotel Records) Order 1972 (and subsequent amendments), upon check-in guests are required to complete a Guest Registration Form. Details from this form will be kept for a period of not less than 12 months. The holding and use of personal information is regulated by the Data Protection Act 1998. For the purpose of the act, the B&B proprietor, Mrs. Nickie Moore, is the Data Controller.

Any questions about these terms and conditions please do get in touch.

Many thanks, Nickie Moore