



Llanerch

Hotel & Accommodation

Our terms and conditions



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1. Arrival

- 1.1 Check-in at Llanerch Hotel is between 3pm - 10pm at Our hotel reception desk, check-in outside of these hours need to be previously arranged with Our reservations team and may be subject to an additional charge.
- 1.2 Check-out on the day of departure is 11am, unless previously agreed with Us an additional time to which an additional charge will be applied, subject to availability.

2. Breakfast

- 2.1 Breakfast is served daily in Llanerch restaurant between 7am - 9.30am weekdays and 8am-10am on weekends and bank holiday monday's.
- 2.2 Breakfast is not included within our standard room rates and charged additionally per person per day.
- 2.3 Breakfast is included with our Wine Escape room package.
- 2.4 Breakfast consists of tea or coffee, juice's, toasts, continental options & a full cooked Menu.

3. Dining at Llanerch

- 3.1 Llanerch restaurant is open every day and offers a Lunch, Afternoon tea & Dinner menu Monday to Saturday and Sunday Roast every Sunday, dining availability is subject to general availability, Llanerch restaurant opening times and menu serving times which can be found on our website at www.llanerch.co.uk
- 3.2 We recommend that a reservation is made as walk-in reservations cannot be always guaranteed, especially during busy periods and in particular on weekends and bank holidays. To avoid disappointment, please give our reservations team a call or visit our website.
- 3.3 It is Your responsibility to ensure any reservations You require are made in advance, Llanerch will not be held responsible for failure to provide a walk-in reservation.

4. Damages

- 4.1 An additional charge will be applied in the event of any damage(s) occurred during Your stay up to a maximum charge detailed below, any charges will be at the cost of the guest, please refrain from using bathroom towels and bedroom linens for spills, just give Us a call and We will take care of it.

4.2

Damages	Maximum charge
Linens	Up to £500
Smoking in the room	Up to £250
Furnishings	Up to £10,000



5. Extra guests

- 5.1 We have a limited number of Z beds (suitable for under 18's only) and travel cots available that can be booked prior to Your stay, these are subject to availability and have an additional charge per Z bed, per night and travel cots with linen per night.
- 5.2 The following additional beds & travel cots can be booked per room type during Your stay;

Room type	Available per room type
Courtyard rooms	Travel cots only
King Superior rooms	Travel cots and up to 1 x Z bed
Suites	Travel cots and up to 2 x Z beds

6. Smoking

- 6.1 As per UK law, all rooms and internal areas of Llanerch are non - smoking and subject to a charge as referred to in Our damages policy, Llanerch has a designated smoking area which is located outside our main reception area.
- 6.2 Smoking in the room will result in a £250 damage charge added to Your final accommodation bill.

7. Car parking

- 7.1 Car parking is free and on a first come first served basis, we have ample car parking spaces and this should not be a concern. Vehicles are left at the owners own risk, Llanerch cannot be held responsible for any damages caused during Your stay.

8. Dogs

- 8.1 We have two dog friendly rooms, these are subject to availability and must be booked in advance. There is a charge of £20 per dog, per night up to a maximum of two dogs allowed per room.
- 8.2 Dog beds, towels and water bowls can be supplied at no extra cost to Yourself.
- 8.3 Llanerch offers dog friendly dining options within certain areas of our bar, restaurant and garden subject availability and our restaurant policy.

9. Payment terms

- 9.1 All room reservations are required to be paid in full upon booking.



10. Cancellation policy

- 5.1 The following is Llanerch's Cancellation Policy;

Room type & cancellation period	Policy
Non-refundable rooms, with and without 48 hrs notice	non-refundable rooms will not be refunded under any circumstances
Refundable rooms, with 48 hrs notice	A full refund will be given for entire reservation
Refundable Rooms, without 48 hrs notice	We will charge for the first night(s) accommodation only

- 5.2 Llanerch reserves the right to cancel any booking that does not comply with the payment schedule above or the Contract.
- 5.3 All cancellations will be confirmed via email to the email address supplied upon booking.

11. Drink, drugs and anti-social behavior

- 11.1 We reserve the right to refuse to serve You or Your guests if in Our opinion We believe that You or Your guests have consumed too much alcohol. In addition, no alcohol is to be consumed off the premises.
- 11.2 We reserve the right to remove either You or Your guests from Llanerch if We believe that there is abuse or aggression directed towards Our staff or any unacceptable type of anti-social behaviours.
- 11.3 We take a zero tolerance policy to drug use. Any actual or suspected drug use by You or Your guests will result in Us removing You or Your guests from Llanerch and notifying the police.



12. Liability

- 12.1 Llanerch will only be liable for loss or damage to property caused by its negligence. You assume responsibility for equipment, vehicles and personal effects belonging to You and Your guests during Your time with Us. You will be responsible to make good any damage caused by You or Your guests to the property of Llanerch.
- 12.2 **We do not exclude or limit in any way Our liability for:**
 - 12.2.1 Death or personal injury caused by Our negligence or the negligence of Our employees, agents or subcontractors;
 - 12.2.2 Fraud or fraudulent misrepresentation;
 - 12.2.3 Breach of the Terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession);
 - 12.2.4 Breach of the Terms implied by sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 (description, satisfactory quality, fitness for purpose and samples);
 - 12.2.5 Defective products under the Consumer Protection Act 1987.

13. Our liability to You

- 13.1 If We fail to comply with these Terms, We are responsible only for direct loss or damage You suffer that is a foreseeable result of Our breach of the Terms or Our negligence, but We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of Our breach or if they were contemplated by You and Us at the time We entered into this Contract.
- 13.2 We are not liable for any of Your property, gifts or items that are left in Our store room or at Our premises.

14. Governing law

- 14.1 These Terms are governed by English law. You and We both agree to submit to the exclusive jurisdiction of the English and Welsh courts.



15. Events outside our control

- 15.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of Our obligations under these Terms that is caused by an Event Outside Our Control.
- 15.2 An event outside Our control means any act or event beyond Our reasonable control, this is including but without limitation, strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic, pandemic or other natural disaster, any inclement weather, norovirus, closures by environmental or other third party agencies, any power surge or loss of power by whatever means, failure of public or private telecommunications networks.
- 15.3 **If an event outside Our control takes place that affects the performance of Our obligations under these Terms;**
- 15.3.1 We will contact You as soon as reasonably possible to notify You;
- 15.3.2 Our obligations under these Terms will be suspended and the time for performance of Our obligations will be extended until We are able to agree a new mutually convenient date with You. Where the event outside Our control affects Our performance to You We will liaise with You. Defective products under the Consumer Protection Act 1987.

16. Our rights to cancel and applicable refund

- 16.1 **If We have to cancel the Contract before the booking date;**
- 16.1.1 Due to an event outside Our control or due to the unavailability of key personnel or key materials without which We cannot adhere to the Contract, We will promptly contact You.
- 16.1.2 Where We have already started work on the Contract by the time We have to cancel, We will not charge You anything and You will not have to make any payment to Us.
- 16.2 **We may cancel the Contract at any time with immediate effect by giving You written notice if:**
- 16.2.1 You do not pay Us when You are supposed to as set out herein. This does not affect Our right to charge You interest;
- 16.2.2 You break the Contract in any other material way and You do not correct or fix the situation within 7 days of Us asking You to do so.
- 16.3 How We may use Your Personal Information;
- 16.4 We will only use Your personal information as set out in Our Privacy Notice. You can find Our Privacy Notice at www.llanerch.co.uk



17. General

- 17.1 No pets are allowed at the venue except certified assistant dogs or dogs in dog friendly rooms.
- 17.2 You must use Your best endeavours to ensure that Your guests comply with instructions and these Terms.
- 17.3 You will be liable for any damage caused to the venue, equipment, contents or fittings.
- 17.4 Llanerch has the right to remove anything and or stop any activity that in Our opinion is likely to cause damage and or is hazardous.
- 17.5 There will be no variation to the Terms and the Contract unless agreed in writing and signed off by a Director of Llanerch.
- 17.6 Certain laws must be complied with including the hotel proprietors, health and safety regulations and fire regulations. Customers must follow all rules in relation to these.
- 17.7 We have the right to assign, novate or transfer this Contract and We will endeavour to notify You of this. You cannot assign this Contract. In addition this Contract survives any change of control in Us. This will not affect Your rights or Our obligations under this Contract.
- 17.8 This Contract is between You and Us no other person shall have any rights to enforce any of its Terms.
- 17.9 Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 17.10 If We fail to insist that You perform any of Your obligations under these Terms, or if We do not enforce Our rights against You, or if We delay in doing so, that will not mean that We have waived Our rights against You and will not mean that You do not have to comply with those obligations. If We do waive a default by You, We will only do so in writing, and that will not mean that We will automatically waive any later default by You.
- 17.11 We reserve the right to alter and or make changes to the interior and or exterior of Llanerch from the date of this booking. We will obviously try to avoid any substantial changes, however it may be necessary for the maintenance of the property (e.g. scaffolding) We need to retain the right to alter Our venue as and when We deem necessary. We will of course try to advise You of this wherever possible.

Signed for and on behalf of Calon Lodge UK LTD
trading as Llanerch Vineyard Hotel

Ryan Davies

Ryan Davies, Director