

Accommodation Booking Terms & Conditions

Arrival

Check-in at Llanerch Vineyard is between 3pm and 10pm. We offer self-check in after 10pm or once we close the bar and restaurant whichever is later. Your key will be located in our drop box after this time with instructions for finding your room. Check-out on the day of departure is 11am. Although we do our best to accommodate all arrivals, it is the guest's responsibility to advise us of an arrival outside the check-in time frame.

Cleaning

An additional cleaning cost of up to £250 will be applied in the event of damage to linen and or furnishings or where evidence of smoking in the rooms is apparent a cleaning charge of £50. Any additional damage to property within Llanerch Vineyard will be at cost to the guest. Please refrain from using bathroom towels and bedroom linens for cleaning spills, just give us a call and we will take care of it.

Breakfast

The room rate includes VAT and breakfast which comprises of tea or coffee, juice, toast, and a menu of cooked breakfast and continental items will be offered. Breakfast is served between 7am and 9:30am midweek and 8am – 10am on the weekends and Bank holiday Monday's.

Single Occupancy

None of the rooms have a single occupancy room rate.

Dining

Our restaurant and bistro are open every day. We recommend that a reservation is placed for lunch and dinner especially during busy periods and in particular at the weekends. If you have not already done so and to avoid disappointment, please give us a call or visit our website to do this.

Service Charge

We do not add service charges to any of our bills.

Extra Beds

We have a limited number of 'z' beds (suitable for under 18's only) and travel cots available that can be accommodated in some of our rooms. These are subject to availability and have an additional charge of £20.00 per 'z' bed, per night. Travel cots with linen are an additional £10.00 per night.

Smoking

As per UK law, all rooms and internal areas of Llanerch Vineyard are non-smoking.

Car Parking

Car parking is on a first come first served basis. We have ample car parking and this should not be a concern. Parking is at your own risk.

Dogs

We have two dog friendly rooms, these are subject to availability and must be booked in advance. There is a charge of £20.00 per dog, per night. A maximum of two dogs are allowed per room.

Room Bookings

All standard term room bookings made with us are confirmed by deposit of 50%.

Non-refundable rooms must be paid for in full at the time of booking.

Room Reservations Cancellation Policy

Llanerch Vineyard requires 2 days' notice, prior to arrival date for you to be entitled to a full refund on standard term bookings. After this period we will charge for the first night's accommodation in full. Bookings made that are deemed non-refundable will not be refunded under any circumstances. Your rate and cancellation policy will be clearly marked on your booking confirmation.

Accepted Credit Cards

Accepted credits cards are Visa and MasterCard and Diners International. Unfortunately, we do not accept Amex.

Full terms and conditions available on our website <http://www.llanerchvineyard.co.uk/stay/terms-andconditions/> Contact:- Tel: 01443 222716

E-mail: info@llanerch-vineyard.co.uk

Full Booking Terms Updated: 20th May 2016:

Booking Terms

These Booking Terms are between Calon Lodge LLP TA Llanerch Vineyard, our officers, employees and agents ('We'/'Us'/'Our') and the person or legal entity making the Booking ('You/Your'). These Booking Terms are for the provision of services by the accommodation business named above and under the 'Booking with' section of the Booking Confirmation and the 'Provider Information' in the confirmation email. These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing to any other terms. By making a Booking You are deemed to accept and be bound by these Booking Terms.

Bookings - Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. We will accept a reservation when We have confirmed Your reservation and received full payment of the total accommodation or price quoted to You or in the event that We require a deposit equivalent to the value of the first night stay, when We have received full payment of the total value of the deposit or any other amount that We specify at the time of booking. Where a deposit is paid or any other amount that is less than the total value of the stay at the selected accommodation business, the balance will be paid by You directly to the accommodation business on either check-in or check-out or at an earlier date if so requested by direct communication between You and the accommodation business. Where You have selected Booking Extras at the time of booking and are making full payment (or Your stay is just for one night), the cost of the Booking Extra will be added to Your Booking and will be payable online at the same time as the accommodation. Payment for the Booking Extra does not guarantee that the Booking Extra You have selected is available and in the event that the accommodation business is unable to provide the Booking Extra, a refund will be processed by the accommodation business for the value of the Booking Extra only. Failure to provide a Booking Extra does not entitle You to any waiver of any cancellation or other condition of these Booking Terms. Where You have selected Booking Extras at the time of booking and are paying a Booking Deposit equivalent to the value of the first night stay, the cost of the Booking Extra will not be added to Your payment and will be payable directly to the accommodation provider on check-in / check-out. Selection of the Booking Extra at the time of booking does not guarantee that the Booking Extra You have selected is available and in the event that the accommodation business is unable to provide the Booking Extra, the accommodation business will not charge You for the Booking Extra. Failure to provide a Booking

Extra does not entitle You to any waiver of any cancellation or other condition of these Booking Terms. Neither We nor the accommodation business will be liable to You for any compensation payment in the event that a Booking Extra is not supplied as booked, although We will ultimately be responsible for the processing of the refund in the event that You paid for the Booking Extra at the time of booking. You must be able to enter into a legally binding contract and be over 18 years of age to make a booking. Bookings must be paid for using a valid credit or debit card or any other payment type specified. When Your Booking is confirmed, a reservation number is given. This number must be retained for access to Your Booking details if cancellation or amendment is necessary. You will need to quote this reservation number when contacting Us or the accommodation business that you have selected in the booking process. All published rates include VAT where applicable at the current rate. On the rare occasion an error in pricing occurs and the accommodation business does not accept Your reservation, even after We have issued a Booking Confirmation, We will notify You as soon as We reasonably can and refund the amount paid in full without any liability for the error or omission. You agree that We will be the sole arbiter of any pricing discrepancy and We will provide written evidence of any obvious pricing errors to You in support of Our decision. You agree that neither We nor the accommodation business will be liable for any additional expenses You may incur as a result of the error or omission. Rates are per room per night. If You have selected Booking Extras these will be added to the total price of Your Booking if You are staying for either one night or You are paying the full value of Your Booking. Rates do not include other costs You may choose to incur during Your stay (unless otherwise stated). Rates quoted are correct (unless a pricing error occurs) only for the specific number of guests, nights and dates shown. Should You change the number of guests, dates or room nights, then the rates are subject to change. Should You book a room that is specifically for a certain configuration (e.g. 2 Adults and 2 Children) and Your Booking Party does not conform exactly to the specification, neither We nor the accommodation business that You have selected will be liable to You for fulfilment of Your Booking and a refund will be made.

Availability- In the rare case that We cannot arrange for the delivery of Your requested accommodation, You will be offered alternate accommodation and if there is a difference in the Price, You will be liable for the price differential. If the differential is less than the original amount a refund of the difference will be made to You. Arrival and departure are specified in your booking confirmation. Should You wish to check-in outside of the times specified You must confirm this directly with the accommodation business You have selected. In the event that You attempt to Check-in outside of the stated times without prior arrangement, the accommodation business may cancel the booking and retain any amounts it is entitled to retain in accordance with the cancellation policy outlined below. The Check-out time is also specified on Your booking confirmation.

Cancellations - If You cancel Your Booking within 48 hours of the scheduled check-in time on the date of arrival as printed on Your Booking Confirmation You will be charged the full amount of the first night's stay, including any Booking Extras. If You have paid a 50% deposit for a 1 night stay and cancel Your Booking within 48 hours as outlined above, You agree that the accommodation business named above can contact You to arrange payment of the balance outstanding on the Booking. If You need to cancel Your Booking more than 48 hours before the scheduled check-in time a full-refund will be given including any Booking Extras paid at the time of Your Booking. **Payment -** The total amount payable to confirm Your Booking is quoted in Your Booking Confirmation and will be charged to Your credit or debit card or any other payment type offered at the time of Booking. Calon Lodge LLP will be recorded as the merchant of record on Your card statement. All additional goods and services purchased during Your stay must be paid in full directly with the accommodation business. Bookings that were made on a non-refundable rate basis will not be refunded under any circumstances. The accommodation business may be required to complete a pre-authorisation on Your credit /debit card on check-in and may require a security deposit. **Conditions of stay –** Llanerch vineyard will have some standard rules that are designed to ensure that they comply with regulations relating to matters such as fire, health and safety, and to enhance the comfort and

wellbeing of their guests. If You would like to check the conditions of stay relating to the accommodation, please contact us on the telephone number included in the Booking Confirmation. We reserve the right to terminate Your Booking immediately without being liable for any refund or compensation where You engage in unacceptable behaviour that causes a disturbance or nuisance to other guests at the accommodation business. For the avoidance of doubt this includes being rude or abusive in any way to the accommodation businesses' staff. Liability - Other than for death or personal injury caused by Our negligence or misrepresentation, Our total liability to You is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will We be responsible for any indirect or special damages. We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control, including the provision of the service by the accommodation business You have selected. You are responsible for any damage or loss caused to the accommodation business You have selected, including any damage to their property by Your act, omission, default or neglect and You agree to indemnify Us and the accommodation business and You agree to pay Us or the accommodation business on demand the amount reasonably required to make good or remedy any such damage or loss. Data protection - We may process the information You provide to Us for the purposes notified by Us to the Information Commissioner. By making a Booking, You consent to this processing of information and the transfer of Your information to the accommodation business You have selected as well as the booking channel through which Your booking originated. Complaints Procedure - If you wish to make a complaint about Eviivo, our services or any associated matter, you may contact us in writing by email or letter. Wherever possible, complaints will be dealt with promptly, and You will receive a response within 14 working days. Please email to: info@llanerchvineyard.co.uk including the word 'Complaint' in the subject line. Alternatively, You may write to us at the following address Llanerch Vineyard, Hensol, Vale of Glamorgan, CF72 8GG. Conditions- We have a No Smoking Policy. We do not allow pets. Accessibility information - Number of Floors:2