

# CONFERENCE TERMS of BOOKING

## **1. Provisional numbers**

Are required on booking. Special agreement can be made with TyGlyn to hold an agreed number of additional delegates until the final numbers are received no later than 14 days prior to arrival. These additions will not be subject to cancellation charges if released no later than 14 days prior to arrival. Cancellation charges will be payable in respect of all others cancelled within 28 days of arrival.

## **2. Cancellation or amendments by you the guest**

To avoid incurring charges, the hotel must receive written notification of cancellation no later than 28 days prior to arrival.

## **3. Cancellations or amendments made by TyGlyn**

In the unlikely event that TyGlyn is unable to accommodate a confirmed reservation it may be necessary to offer an alternative of an equal or a higher standard. If at any time we need to make a change that will significantly affect your stay or we need to cancel your stay, we will tell you as soon as possible, offering a suitable alternative or a refund. This does not apply to minor changes or events during your stay, resulting from unusual or unforeseeable circumstances beyond our control.

## **4. Final named rooming list if staying overnight**

To be received no later than 14 days prior to day of arrival.

## **5. Credit**

It is at the discretion of the hotel if credit facilities are to be offered. Non-credit cleared clients will be required to settle prior to departure from TyGlyn.

## **6. Substantial changes and cancellation**

> A "Substantial change" means a change of date, a change to duration of stay or a reduction in the number of delegates by 25% or more than originally booked.

> Any substantial change to or cancellation of a booking must be notified to TyGlyn verbally and then in writing. Notice of cancellation or substantial change will only be effective on the working day that it is received in writing by TyGlyn. A working day is any day Tuesday to Friday other than bank holidays in England and Wales.

> For all cancellations and substantial changes notified within 28 days of arrival, TyGlyn is entitled to charge a fee of 100% of the full cost.

> Where any change or cancellation changes the number of delegates, TyGlyn will recalculate the cost and re-invoice accordingly.

## **7. Third party websites**

TyGlyn cannot be held responsible for the accuracy, content or availability of information about TyGlyn that may be found on third party websites. Neither are we responsible for the content or privacy policies of any third party websites that have links to or from the TyGlyn website.

## **8. Guest behaviour**

If a guest or a member of your party behaves in a way that causes or is likely to cause danger, upset or distress to a third party or to TyGlyn or guest property, we are entitled, without prior notice, to curtail the stay and request that the person(s) concerned leave the TyGlyn property. No refunds or return travel arrangements will be made and we will not pay any expenses or costs incurred as a result of such curtailment. By making a booking you are accepting responsibility for any damages or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to the TyGlyn owner or manager on demand.

## **9. Circumstances beyond our control**

We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, terrorist activity (or threats of such activity), industrial dispute, natural disaster, or injuries and death of an individual(s) through accidental circumstances unconnected to the TyGlyn.

# **Useful Information**

## **Arrivals and Departures**

Bedroom accommodation will be available from 3pm on the day of arrival. Guests arriving before this time are welcome to use the lounge areas until their bedroom becomes available. Guests must vacate their room by 11am on day of departure, but may use the lounge areas after this time.

## **Access**

There are no bedrooms that have been specifically designed for wheelchair users, there are no bedrooms on the ground floor and no lift available. There is a disabled toilet available on the ground floor level. Go to our access statement page on our website or ask the TyGlyn for a copy for full details.

## **Gardens**

There are 4 acres of lawned gardens around the property where guests are invited to explore.

## **Mobile Phones**

Signal in and around the TyGlyn is poor.

## **Wireless Access**

There is free Wifi access within the TyGlyn.

## **Smoking**

TyGlyn adheres to a legal requirement of no smoking throughout. All bedrooms are non-smoking also and charges will be made for the deep cleaning of a room to anyone found to have smoked in their room.