

THE LLAWNROC

Terms and Conditions

We recommend that you read this section of the site as it provides you with important information regarding the terms and conditions that govern your booking and stay at The Llawanroc, your use of the site and also provides other information that you will find useful.

We reserve the right to change, modify, substitute or remove, without notice, any information on this site as necessary.

If you need to contact us please use our “Contact us” page.

We aim to deliver the best possible customer experience and adhere to all current legislation in addition to trade body guidelines. The conditions detailed below do not affect your statutory rights. These include all of the current guidelines relating to the information that we hold about you and, in order to clarify this, we have a published Privacy Policy.

Legal Statement

Every care has been taken to describe items as accurately as possible; however slight variations may occur.

Prices are subject to alteration and changes in VAT without notice.

Nothing in these Terms and Conditions affects your Statutory Rights. Errors and omissions excepted.

Booking Policy

On booking your stay, we will ask for credit card details to which we charge a non-refundable deposit of 25% of the room cost of your stay. Any outstanding charges at the end of your stay may be charged to this card.

For large group bookings we may stipulate a specific cancellation policy, which we will confirm in writing. For usual bookings please let us know in writing if you need to cancel. We only charge for cancellations if we are unable to re-let your room and you tell us 21 days or fewer before your arrival. Otherwise you will be charged 75% of the cost of your accommodation package. We recommend that you take out travel insurance to cover this possibility.

Weekend Stays: While we welcome one night bookings in midweek, our general policy is that a minimum stay of two nights applies at weekends. However, there may be certain times when one night bookings are permitted on occasional Saturday nights by arrangement.

Early Departures

The deadline for letting us know about an earlier than expected departure and avoiding cancellation charges is 2pm on the day prior to actual checkout.

Check In

Guests rooms are available for check in after 3pm.

Check Out

Rooms must be vacated by 11am on the morning of your departure.

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Registration

You will be required by British law to provide us with your home address for guest registration purposes. If you are a non EU National we may ask to see your passport. For all guests we reserve the right to ask you to confirm your identity with a driver's license or other form of photographic ID. By signing the registration form you are agreeing to the room type, rate and booking terms and conditions.

Dinner Reservations

Our restaurant is very popular particularly at weekends. It is our policy not to hold back tables specifically for residents. We therefore advise booking your tables as far in advance as possible to secure a table.

Bar

Our bar is usually open until 12pm. We do not keep the bar open later for residents. Children under supervision are welcome.

Children

We welcome guests with children and our hotel and staff are all children friendly! We ask parents to ensure that children are properly supervised at all times as we can take no responsibility for your children.

Fire Safety

Our rooms and other areas of the building are fitted with sensitive smoke detection devices. Any person tampering with the detectors or other safety equipment will be asked to leave and charged in full for the entire stay plus the engineer's call-out charge.

We carry out a weekly Fire Alarm test. A notice will be posted in your room and at the entry door.

Car Parking

Car parking for guests is available in the hotel grounds. Vehicles and their contents are left entirely at the owner's risk.

Animals

Registered assistance dogs are accepted unconditionally. Regrettably no other pets are allowed.

Visitors to Guests

Visits from non-residents to The Llawanroc must be registered at reception on arrival. Guests are responsible for the behaviour of their visitors and must ensure that no nuisance is caused to the hotel staff or other guests. For fire safety reasons and out of respect to our other guests we do not allow non registered guests to enter hotel bedrooms without prior permission from the Duty.

No Smoking

The Llawanroc has a strict no-smoking policy in all rooms and indoor areas. There are designated areas outside the rear of The Llawanroc and guests are requested to restrict smoking to these areas and to use ashtrays provided.

Please note that if on departure we discover that you or your partner have smoked in your room we reserve the right to charge you up to 1 night's accommodation to compensate for loss of business whilst the room is unable to be used due to airing or specialist cleaning. If we find you are smoking you will be asked to leave immediately

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Liability

The Llawanroc shall not (except in respect of death or personal injury caused by the Hotel's negligence or in circumstances of fraud or fraudulent misrepresentation) be liable whether in tort, contract, misrepresentation or otherwise from any indirect, special or consequential loss, damage, costs, expenses or other claims (whether caused by the Hotel, its employees or agents or otherwise) which arise out of or in connection with the provision of the facilities and services under these terms. The Llawanroc's total liability in contract, tort, misrepresentation or otherwise arising in connection with the performance or contemplated performance of the services shall be limited to the price paid for those services.

All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from these terms.

Force Majeure

The Llawanroc will not be liable for any failure or delay in providing facilities or services as a result of events or matters outside its control, including (but not limited to) fire; explosion; storm; flood; natural disaster; action by Government or a Governmental Agency; shortage of goods or materials; strike or lock-out.

Code of Conduct

The Llawanroc is a small family run hotel. We place great emphasis on providing a safe, friendly, pleasurable environment for guests and staff alike. Therefore we will ask any guest who is abusive, threatening, or offensive to leave the hotel immediately and they will incur cancellation charges relevant. Anyone who we consider to be unacceptably drunk and disorderly, under the influence of drugs, using foul language or other unacceptable behaviour, we reserve the right to refuse entry or require to leave immediately and cancellation charges will apply.

Damages & Theft

The Llawanroc towels and linen must not be removed from the premises. Guests must use their own towels for the beach.

We reserve the right to invoice guests for any damages, accidental or otherwise to our premises. Any items of hotel property removed unlawfully from the bedrooms or elsewhere will be invoiced and the police will be contacted.

General

The Llawanroc is open all year round so you may find that there is necessary maintenance, development or refurbishment taking place during your visit.

There may be occasions when certain facilities are out of use.

All reasonable endeavours will be made to keep inconveniences to a minimum.

If we know that facilities will be unavailable during your stay we will try to let you know in advance, usually at the time of your booking.