

The Penrallt Country House Hotel Terms and Conditions

Flexible rate terms and conditions

We require a deposit equal to 50% of one night's stay in order to secure a reservation. If payment is not received, the Penrallt Country House Hotel can cancel the booking.

Should you need to cancel your reservation, please let us know at least 2 days prior to the date of arrival, so as to avoid our cancellation charges. If cancelling less than 2 days prior to arrival, your deposit will be lost and you will be charged for your first night of stay in full.

If you paid a cheaper non refundable rate in full, no refund will be available.

Other promotional reservations are non-refundable or amendable.

Bookings of 6 rooms or more: When booking more than 6 rooms, different policies and additional supplements will apply. Please contact the Penrallt Country House Hotel directly for this. Any bookings made for more than 6 rooms via our website will be held provisionally until the group terms are agreed and our contract signed.

We reserve the right to cancel group bookings of 6 rooms or more made on the transient rates available through our website.

Pre-paid rate terms and conditions

Events and packages deposit/cancellation terms:

- 50% non-refundable deposit is required at time of booking.
- Full pre-payment required 30 days prior to arrival. This rate is non-refundable and non-transferable.

Gift vouchers terms and conditions

- The Penrallt Country House Hotel gift cards must be redeemed only at the Penrallt Country House Hotel and may only be used towards the purchase of eligible products listed and sold by the Penrallt Country House Hotel
- The Penrallt Country House Hotel gift cards cannot be redeemed to pay for other gift cards.
- Please note the Penrallt Country House Hotel gift cards cannot be used to purchase any pre-paid, non-refundable rates online.
- The Penrallt Country House Hotel gift cards have no cash redemption value and are not transferable or assignable.
- The Penrallt Country House Hotel may provide gift card purchasers with information about the redemption status of the gift cards they purchase.
- If the purchase made at the Penrallt Country House Hotel exceeds the amount on the gift card, the balance must be paid in cash or by credit or debit card at the time of the gift card transaction.
- One or more gift cards can be redeemed against a purchase in the Penrallt Country House Hotel
- The Penrallt Country House Hotel is not responsible if a gift card is lost, stolen, destroyed or used without permission.



The Penrallt Country House Hotel Terms and Conditions (Continued)

- Defaced, illegible, or photocopied gift cards will not be accepted.
- If the gift card is defective you must contact the Penrallt Country House Hotel as soon as possible for a free replacement. Our liability in such cases is limited to replace the defective gift card.

Validity / cancellation / refunds

- Gift cards and unused portions of gift cards expire after one year from the date of issue, where permissible under law. Validity periods on promotional gift cards may vary. Please check offer's specific terms and conditions for details.
- You may cancel the gift card during the cancellation period. This is the period in which you may cancel the gift card commencing on the date of purchase and ending the earlier of:
- Fourteen calendar days from (and including) the day after the purchase date.
- Refunds will be processed within 30 working days once received.
- If you wish to cancel a gift card please write to the Hotel, enclosing proof of purchase. Once the cancellation period has expired you will not be able to return the gift card or claim a refund to the value of the gift card.

Pet Policy

We love all our guests including our canine ones and we welcome well behaved dogs into the Penrallt cottage rooms. Please notify us during the booking process or in advance directly with the hotel.

Well behaved dogs over 1 year old may share their owners cottage room for a charge of £10 per night inclusive of VAT.

Dogs are welcome in designated guest rooms with their owners, but not in food service areas. This will include most of the hotel public areas including lounges and Restaurants. Guide dogs and assistance dogs are an exception to the above policy and are allowed access to food service areas.

Guests are asked not to leave dogs unattended in rooms at any time without first advising reception, leaving a contact number where they can be easily reached and a DND on the door. Owners must take full responsibility for their pet's behaviour throughout the stay and will be charged for any damage caused by their pet during their stay.

While we accept dogs in the hotel, it is also vital that we take steps to protect any allergy sufferers who may also be staying with us. It is therefore important that any guest notifies us at the time of booking if they suffer from a pet allergy, so that we can allocate a room away from where a dog will be staying.

