



From 1st December 2023

Terms and Conditions of Your Booking

Your booking with us will be subject to Tokyo Industries Snowdonia Limited terms and conditions, which are explained here. Should you have any questions regarding these terms, please contact the team at Caer Rhun Hall by email in the first instance at info@caerrhun.co.uk

Please note that we have separate terms and conditions for Christmas Residential Packages, Special Events and Gift Vouchers.

1. OUR PACKAGES & PRICING

We offer a range of packages and prices, which can change at any time depending on availability and demand. Our prices will be for either single or double occupancy, some of our rooms have additional space for children (for which there may be an additional charge, please see below). All of our prices are inclusive of VAT.

Rate types and options for changes and cancellations

Our rates are based upon a Cosy bedroom and supplements are applicable for superior room types. Please make sure you choose the one that suits you best when making your booking.

If you have booked a Flexible Rate, when you arrive at the hotel you can choose to pay in full using a debit card or preauthorize your credit card for payment on departure. If you have pre-paid for your accommodation, you must bring the payment card that you used with you and present it at check-in, for security purposes.

Standard Flexible Rates can be changed or cancelled free of charge until 12 noon on the day prior to arrival. You need only pay for your stay upon arrival at the hotel, however we do require a credit card to secure the booking. (Includes any best available flexible rate or non-discounted package)

Advance Purchase Rates offer a discount on the Flexible Rate of at least 5%, but they require a minimum advance booking period and full pre-payment at the time of purchase. Bookings made on these rates cannot be changed, transferred or refunded at any time.

Any promotional rate terms and conditions will be available on our booking website.

Corporate / Wedding / Group

Corporate and Wedding rates will be subject to the relevant agreed contract.

Wedding & Event Advantage Rates require full pre-payment at the time of purchase. Bookings made on these rates cannot be changed, transferred or refunded at any time.

Please note that bookings of eight or more rooms, whether booked together or separately, are classified as a Group and are subject to our Group Terms & Conditions of business, which differ from our publicly available terms. Please contact our Events Team for further details.

Children

Many of our rooms have space for children, but this is subject to availability. We apply the following policies with regard to children sharing their parents' rooms, where space permits:

Children aged 3 and under stay for free.

Children from 4 to 17 years will be charged between £20-£25 for bed & breakfast depending on the rate type booked and the adult price for all other meals as taken.

Additional charges for children staying in parents' rooms are included in the daily room rate unless stated otherwise.

Any children in their own room pay the full adult price for bed & breakfast, with the policies shown above applied to all other meals taken.

Room bookings always need to be made by adults aged 18 or over.

Dogs

We are delighted to welcome dogs to Caer Rhun Hall. Your dog is welcome to stay in one of our designated dog-friendly bedrooms for an additional charge of £25 per dog per night. We allow no more than two dogs per room and the dog charges will be applied for a maximum of 3 nights only, irrespective of the duration of your stay.

Food & Beverage

All of our rates include a continental breakfast, unless you have booked a Room Only rate.

You will be contacted prior to arrival to arrange any additional food and beverage requirements; this could include any special requirements.

If you wish to enjoy afternoon tea with us, please reserve as early as possible to secure a table at your preferred time (although on rare occasions we may need to change the time of your booking).

2. OUR POLICIES

Payment (including extras at the hotel)

We won't charge you any fees for paying by credit or debit card. If you have booked a Flexible Rate, when you arrive at the hotel you can choose to pay in full using a debit card or preauthorise your credit card for payment on departure. If you have pre-paid for your accommodation, you must bring the payment card that you used with you and present it at check-in, for security purposes.

If you are settling your stay using a voucher, you must give it to reception at the point of check-in, otherwise you may have to pay for your stay in full. There may also be other terms and conditions specific to the voucher that you are using.

In addition to the above, on your arrival at the hotel we will pre-authorise your credit or debit card for £50 per night for any extras you may wish to charge to your room whilst at the hotel.

Please be aware that for your safety our hotels do not accept cash and payment for any other items will be by card payment only.

Tips and service charge

At Caer Rhun Hall 100% of any tips and gratuities are distributed amongst the staff in accordance with the staff representative committee agreement.

Check-in and check-out times

You may check into your room from 3 pm and we ask you to check out by 11 am on the day of departure.

Selected experiences offering an early check-in or late check-out are an exception to this and allow for different arrival and departure times, subject to availability.

While you are welcome to request an early check-in, unfortunately we cannot guarantee this as your room may not be ready. You are also welcome to request a late check-out; again we cannot guarantee this and if we can accommodate the request there may be an additional cost.

Smoking

We operate a smoke free policy (including e-cigarettes) in all bedrooms and public areas and will levy a penalty charge if you breach this policy.

No shows and cancellations by the hotel

If you do not check-in on the scheduled day of arrival (or cancel after the specified cut off time) the following policy will apply.

If you have booked a Flexible Rate, we will charge the cost of the first night to your credit card and cancel any remaining nights on the booking.

If you have booked an Advance Purchase Rate or Promotional Rate, we reserve the right to cancel any remaining nights on the booking, unless you request otherwise.

On rare occasions, it may become necessary for the hotel to cancel a room booking and find suitable alternative accommodation for you. Unless the circumstances are beyond our reasonable control we will either provide a room in another local hotel of similar quality, plus transport (all at no cost to you) or, if in our opinion there is no suitable alternative accommodation available, cancel the booking and refund any money paid in advance for the unavailable room.

Your data and privacy

Tokyo Industries Snowdonia Limited takes your privacy rights very seriously. Please see our Privacy Policy for more information.

3. OTHER INFORMATION

Insurance

We recommend that you take out suitable travel and/or other insurance.

Suggestions, comments, compliments or complaints

We normally send a short post-stay survey to guests and would be delighted if you could complete this to enable us to improve the services we provide.

However, if you wish to provide further comments or suggestions on your experience with us, please contact us on info@caerrhun.co.uk, it would be helpful if you could include the confirmation number of your stay.

4. SMALL PRINT

For legal reasons, we need to also include the following standard contractual clauses:

Limitation of liability

To the fullest extent permissible under applicable law, we disclaim any and all warranties of any kind, whether express or implied, in relation to the services we offer you. This does not affect your statutory rights as a consumer under the Consumer Rights Act 2015 or your cancellation rights under these terms. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking these terms or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time these terms were entered into, both we and you knew it might happen. Nothing in these terms shall exclude or limit our liability for death or personal injury caused by our negligence or the negligence of our employees or Agents.

Your obligations

When staying at Caer Rhun Hall, you agree to comply with all licensing, health and safety, hygiene and all other applicable regulations. You also warrant that you will not cause damage to the premises. Tokyo Industries Snowdonia Limited reserves the right to charge you the amount of making good any damage caused to our premises, as well as the cost of any items taken from our premises.

This agreement

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. Any provision of these terms that is expressly, or by implication, intended to come into or continue in force on or after termination of these terms shall remain in full force and effect. Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in these terms and conditions.

Governing law

These terms and conditions are governed by English law.