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Cancellation Policy and Terms & Conditions for Albion Aberteifi

Thank you for booking your stay at Albion Aberteifi. We know this is the boring part but please take a couple of minutes to read through our cancellation policy and terms and conditions as they contain important information that forms part of the contract between you and Albion Aberteifi.

Sorry, all this is so formal but providing these details prior to your arrival means that you, other Albion Aberteifi guests and we, Albion Aberteifi, all understand our obligations under the terms & conditions, hopefully leading to a more enjoyable stay for everybody.

Terms & Conditions

Check-in & Check-out Times

Check-in time is after 3 pm and check-out time is by 11 am

Booking Policy

On booking a hotel room we request a credit card number to guarantee the reservation. Payment for your room will be charged on the day of check-in. Any items purchased and placed on your room account will be emailed on the day of departure and payment made at reception. Please note all bookings made under special promotions are non-refundable. Promotions cannot be redeemed in conjunction with another promotion or discount.

Cancellation Policy

When booking *directly with us* we offer a 7 day cancellation policy. This means that if you cancel at least 7 days prior to your arrival date your card will not be charged*. If the booking is cancelled within 7 days of your arrival date the total reservation amount will be charged using the card details provided at the time of booking.

Please note that if bookings are made via Booking.com, reservations are non-refundable and will be fully charged at the time of booking.

*For group bookings for 3 or more rooms please be aware that we require 14 days notice of cancellations or amendments. Amendments are dependent on availability. Cancellations and amendments to group bookings made within the 14 day period are **non-refundable**.

Children

Children must be aged 16 years or over and they must have their own room. If you book with the intention of bringing a child under the age of 16 years we reserve the right to refuse the booking upon arrival and retain full payment.

Hen/Stag Policy

We ask that we be made aware of any Hen or Stag parties at the time of booking. We may refuse the booking if we feel it may compromise the enjoyment of our other guests. If you make reservations for a Hen or Stag group without notifying us, we reserve the right to refuse the booking upon arrival and retain full payment.

Room Occupancy & Extra Guests

Please be aware that all of our double rooms are reserved for single or double occupancy only. Any guest found to be in breach may have their booking cancelled and full payment retained or be subject to an additional fee upon check out.

Dogs

Dogs are not permitted in any of our bedrooms, lounge or bar.

Minimum Night Stays

We usually operate a 2 night minimum stay on Friday & Saturday nights & Bank Holidays. We are sometimes able to make exceptions for last-minute availability – to enquire please email our reservations team (albion@coldatnight.co.uk).

Allergy requirements

If you or your party have allergy requirements, it is your responsibility to inform us at the time of booking. We will do our best to cater for allergies, but cannot guarantee that our kitchen and rooms will be completely allergen-free. We will let you know if we are unable to cater for your allergies or requirements.

No Smoking Policy

Albion Aberteifi is 100% smoke-free. Smoking and vaping are not permitted in any part of the hotel building or close to entrances. Should we become aware that you are/have been smoking or vaping in a room or communal area, a fee of £100 will be added to your room account.

Lost Property

We are more than happy to post any lost items subject to the costs of postage. Due to the high volume of lost property, we reserve the right to give to charity or dispose of lost property if it is unclaimed 2 weeks from the stay date.

Damages

We reserve the right to charge your credit or debit card for any damage to your room during your stay or for any items that are missing when you leave.

Privacy Policy

We collect analytical data about how our site is searched to enable us to understand and respond to the needs of our users. This data does not contain personally identifiable information. You can visit our site without identifying yourself or disclosing any personal information. You can view our Privacy Policy [here](#).

If you sign up for our mailing list, your data will not be disclosed to any company outside of Albion Aberteifi and the fforest group of companies, and we will only contact you about Albion Aberteifi and our other fforest ventures.

Copyright Policy

Although images of Albion Aberteifi and other fforest sites may be freely available on the internet and may not include any statement about copyright, they are nevertheless protected by copyright. A lot of love and years of blood, sweat and tears have gone into creating the fforest brand. Every element is designed in-house. The end result is a combination of thousands of tiny decisions. All of the buildings, interiors, facilities, gardens, grounds and products, including coldatnight textiles, and all food served at fforest sites are the exclusive design of fforest. This is our brand and we are fiercely proud of it. Fforest retains the copyright for each of its designs. You are permitted to take photographs of all of the above on the understanding that if any of these appear on social media, on a website, in print, or in any other form, including electronic / digital forms as yet undeveloped, that you will give fforest and Albion Aberteifi full credit with a hashtag and/or link to our website(s). If you repost any images from our social

media, please ensure that we are credited. We would love to think that anyone who views an image of Albion Aberteifi will fall in love with it the same way that you did, so please make it easy for them to find us.

Payment Policy

Credit card details are entered on a secured page and are transferred using SSL to our payment provider.

Force Majeure

"Force majeure" means any circumstances beyond the reasonable control of Albion Aberteifi including, but not limited to strikes or other industrial disputes (whether involving the workforce of Cardigan Quays Limited trading as Albion Aberteifi or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors. Where we need to amend your booking as a consequence of circumstances beyond our control, our liabilities are limited to offering alternative accommodation (including alternative dates, where available). Where this is not possible, Cardigan Quays Limited has, without limiting its other rights or remedies and without liability to you, the right to cancel your reservation immediately by giving written notice to you. We cannot pay any compensation or meet any expenses or costs you may incur as a result of a cancellation or amendment as a result of force majeure.

Complaints

Should you find you have any complaints during your stay at Albion Aberteifi, please notify us immediately and we will do all we can to rectify the problem. Please refer the matter to the Duty Manager if you feel it necessary. Should you remain unsatisfied please notify us in writing within 7 days of the end of your stay.