



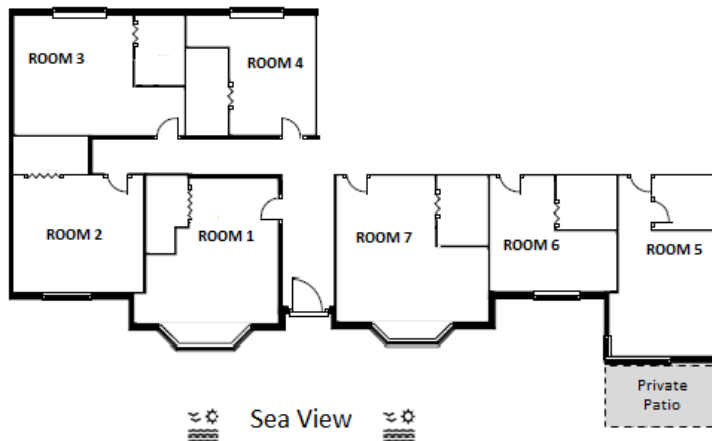
## Booking - Terms and Conditions

Thank you for choosing to book with TREDDOLPHIN Guest House. We look forward to welcoming you. By making this **Booking you are entering an agreement with us**. Please read our terms and conditions of booking below.

### Accommodation Description

All TREDDOLPHIN Guest House rooms are equipped as following:

Room Number	Description																		
	Breakfast	En-suite shower	Carpet	Kardecian Floor - No carpet	TV	Toiletries	Hairdryer	Tea and Coffee facilities	Free Wi-Fi internet	Parking	Sea View	Garden/Courtyard	Private terrace	Double Bed	Single Bed	King Bed	Iron & Iron Board	+ Specific Toiletries	Scones / Sandwiches
Room 1	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓					✓	★	£	£
Room 2	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓			✓			★	£	£
Room 3	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓				✓	★	£	£
Room 4	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓			✓		★	£	£
Room 5	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓			★	£	£
Room 6	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓				✓		★	£	£
Room 7	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓					✓	★	£	£



Not Applicable    ✓ Applicable/Available in the room    ★ On Request, **Free!**    £ On request, **Chargeable**  
 Refer to below chapters for conditions and details,



## **Booking - Terms and Conditions**

### **Booking and Cancellation**

On-line bookings and bookings made by telephone or email require **the full payment of the stay**.

To secure a stay and pay by cash on arrival, follow the online booking with your credit card details or contact us by phone or email.

If you are unable to secure the booking with a credit/debit card, then the payment via Bank Transfer can be an option. Please contact us for bank details. We will send confirmation once the money has cleared.

The full payment of the stay will be refunded if cancelled more than 14 days before arrival. Nevertheless this refund will incur a 3.5% banking fee charges. **Non Refundable** for a 'no-show' or cancellation 14 days prior to check-in.

In case of a cancellation of the room secured with credit/debit card for a cash payment on arrival: the full payment of the stay is due and will be charged to the credit card whose details you provided at the time of booking. **Non Refundable** for a 'no-show' or cancellation 14 days prior to check-in.



We would recommend that you take out cancellation insurance to cover this cost.

### **Rate**

The room price quoted is based on Bed and **Breakfast** basis. We reserve the right to change our prices at any time. This does not affect bookings already made. If you have any questions about our rates/season, Please contact us. Supplements are not calculated automatically in the total costs and will have to be paid for separately during your stay. (Refer to **Lunch Package**, ...)

### **VAT**

TREDDOLPHIN Guest House is non-VAT registered, therefore published rates are not reflecting VAT.

### **Payment**

Payment should be made **before** or on **Arrival – Check-in** by either cash, bank transfer, credit or debit card. Cheques are not accepted. We do not accept some credit/debit cards. Please ask if your card is acceptable. All credit card transactions are secure and no data collected is offered to third parties for any reason.

### **Arrival – Check-in**

Your accommodation will be available to you from **16:00 to 19:00** on the day of arrival.

It is much appreciated if you will notify us of your estimated time of arrival (an email or a telephone call on the day before or morning of arrival is fine).

### **Departure – Check-out**

Please be ready to leave the accommodation by **10:30** on the morning of departure. We will provide you with an invoice, payable separately on departure in case of additional services charges.

(Refer to **Lunch Package**, etc...)

If during your stay, for whatever reason, you need to check out earlier, the full stay will be charged.

### **Breakfast**

Full Welsh or "French" Continental breakfasts (via pre-order the day before) are included in the quoted price and will be served in TREDDOLPHIN dining room between **07:00** and **09:00**.

Vegetarians and/or any specific dietary are welcome; we would appreciate to know your requirements prior to arrival.



## Booking - Terms and Conditions

### Children

Adult only - The minimum age for check-in is 18.

### Pets

Unfortunately we don't accept pets.

### Conditions of stay

We reserve the right to terminate your stay immediately without being liable for any refund or compensation if guests engage in unacceptable behaviour that causes a disturbance or nuisance to other guests/persons staying in TREDDOLPHIN Guest House.

### Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents.

All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may charge your credit/debit card for repair or making good if the damage or breakage is significant, and we may make an additional charge if you did not report this. We will send you an invoice copy for information.

If you found defective equipment in the room on arrival, please inform us to avoid any misunderstandings.

In case of late notice for any complaints that you might have, those situations will not be considered as a reason for accommodation rate discount.

It is not permitted to light candles in the rooms. Do not bring flammable objects or chemicals in the rooms.

### Items missing from the Rooms

We reserve the right to charge for missing items.

(Refer to list available in the room)

Room Number	Bed including bedding/towels	Night unit side/cabinet	Side Light	Desk with 1 Chair	Light on Desk	Console	Light on Console	Kettle	Coffee Machine	Wardrobe (hanger 5/person)	Hairdryer	Protection mat for unit	Wine/Water Glass + trays	Tea/Coffee Cup+tea spoon	Mirror	Chair (no desk)	Pillows (feather+Normal)	Umbrella	Information book
Room 1	✓	1	1	1	0	1	1	1	1	1	1	1	2+2	2	1	0	2+2	1	1
Room 2	✓	1	1	1	1	0	0	1	1	1	1	1	2+2	2	1	0	2+2	1	1
Room 3	✓	1	1	1	1	0	0	1	1	1	1	1	2+2	2	1	0	2+2	1	1
Room 4	✓	1	1	1	1	0	0	1	0	1	1	1	1+2	1	1	0	1+1	1	1
Room 5	✓	2	2	0	0	1	0	1	1	1	1	1	2+2	2	1	0	2+2	1	1
Room 6	✓	1	1	1	0	0	0	1	1	1	1	1	1+2	1	1	0	1+1	1	1
Room 7	✓	2	2	0	0	1	0	1	1	1	1	1	2+2	2	1	1	2+2	1	1



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### **Smoking, Fire Alarm**

TREDDOLPHIN Guest House is a non-smoking establishment; however an external smoking area is available with a dedicated ashtray.

There is a fire alarm system in operation and if this is set off by guests smoking you will be asked to vacate the premises and forfeit any monies paid, this is non-negotiable. We also reserve the right to charge an extra night's stay if the room has to be specially cleaned and aired before it is suitable for use by another guest.

In case of fire alarm, please follow instructions from the evacuation plan attached on the inside of your main room door.

### **Keys**

We ask that guests take special care of door keys during their stay. If keys are lost or not returned at the end of your stay, it will be necessary to change locks and replace keys and the cost of this will be chargeable.

### **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party, any vehicles or possessions, unless it has been proven to be caused by a negligent act by ourselves.

### **Non-availability of Accommodation**

We would only cancel your stay if your accommodation was unavailable for reasons beyond our control. We would however attempt to find you alternative accommodation. If we were unable to find suitable accommodation our liability would not extend beyond this point.

### **Medical and important factors**

In case of any medical, allergic or any other important factors that may effect on your stay, please inform us at the time of your reservation.

### **Food in the Rooms**

All TREDDOLPHIN Guest House rooms have tea and coffee making facilities. It is not permitted to use hot plates, or any other food device.

Eating take away meals in rooms is not allowed as they can leave after smells and can cause staining if the food comes into contact with bedding or carpets etc. Refer to **Damages and Breakages** chapter.

### **Lunch package, Snack & Drinks (Chargeable)**

On request, we can prepare a lunch package to take away, 'snacks', drinks, etc. Depending of what you need, consult us. We will try to satisfy your requirements as much possible at a competitive price.

### **Cleaning**

**AS A NEW STANDARD (Covid-19)** "BEDROOM ENTRY RESTRICTED SELF-CONTAINED ACCOMMODATION" (\*).

We will have limited access to the rooms during the stay. Therefore we will not provide daily housekeeping which will allow all the guests to have a room full deep cleaned on arrival and therefore will be keeping as **"self contained"** during the stay.

We will be happy to replenish consumables as per single usage list.

A list to Replenish your room is available in your Information Booklet (Morning Service). Please use the Replenish form for any additional items and drop it at the Reception Desk. We will drop the items to your door. We will only enter the bedroom on the guests request to fix a reported maintenance issue whilst the room is not occupied. Please give us a call on our mobile to arrange a slot.

If you need some fresh towels, (using the same Replenish form), place used ones in the plastic bag available in your Information Booklet and leave the plastic bag in the corridor (in front of your door). We will collect the plastic bag



## **Booking - Terms and Conditions**

between 9.00am and 10.00am. Thank you to respect this slot. New items will be placed in a bag outside bedroom doors, thank you to complete and drop the "Replenish form" at the Reception Desk.

All "laminated" printed documents in your room are sanitised after each check out.

Single usage print replaced after check-out. All the print paper in your room will not be reused for a new guest. To help us with the recycling, you can group all the papers, glass/plastic bottles together in a corner of your room. Thank you.

Waste/bins, we ask guest to drop the room bins during their stay in the black bin located on Treddolphin car park. ('ENVIRONMENT': **NO Glass & Plastic bottles in the black bin so we will be able to recycle them.THANK YOU**) Thank you to not leave food container in your rooms which can bring some bad smell.

(\* For long stay (7 nights minimum), if you would like a refresh of your room during your stay, we ask the guest to contact us to arrange a slot. We will clean your room between 9.30am and 11.00am.

We ask the guest to not stay in their room during this slot so we can provide an efficient housekeeping, respecting a social distance. Thank you for your understanding and kind cooperation.

### **Bed, Bed linen and Towels**

Beds dimensions (Single, Double, King size) are available in above table **Accommodation Description**.

Bedding and towels are changed for each new customer.

In case of **damages/Excessively dirty linen**, we may send you an invoice and charge you for specific cleaning.

### **Hairdryer / Hair straightener mat**

1 Hairdryer is available in the wardrobe. 1 Hair straightener mat is available in one drawer.

### **Iron and Iron board**

Irons and ironing boards are available (**Free!** on request).

### **Toiletries**

All rooms will be equipped with standard toiletries set (soap, shower lotion, shampoo and conditioner). We can complete the toiletries set with additional items (sewing, shave, dental kits, comb...) at an additional charge. Contact us.

### **Laundry**

Laundry service is not available in TREDDOLPHIN Guest House. However we will assist as much possible with drying or local laundry available in our area.

### **Dining Room – Lounge and Wood burner**

All guests will have access to TREDDOLPHIN dining room/lounge for breakfast. For safety and security, guest can enjoy but are not permitted to use the wood burner.

We reserve the right to change our opening time at any time.

### **Heater**

TREDDOLPHIN Guest House is equipped with centralized heater system. It is not permitted to use personal electric heaters, or any other heater device. To follow 'green' environment rules, please keep the windows closed during when heater system is on.

### **CCTV**

Video surveillance system operates 24h/24h in the commune areas (indoor & outdoor) so the video-recording can be made. The purpose of this video surveillance is being carried out for the guest's personal security and to ensure the high standard service. TREDDOLPHIN Guest House is not liable for customer personal belongings loss.



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### **Parking**

**Free!** Free parking is available in TREDDOLPHIN Guest House property for guests only. With prior arrangement, Bikes can be store in our private locked garage at the back of our property. TREDDOLPHIN Guest House is not responsible for the guest's personal automobiles, bikes and its contents, which are parked in the above mentioned parking/garage.

### **Transportation**

We do not propose guest transfer. However we will assist as much possible with local services available in our area.

### **Website and Brochure**

We make every effort to ensure that the information on our website at [www.treddolphin.com](http://www.treddolphin.com) and brochure are accurate. We do however reserve the right to make small changes and we accept no liability for minor inaccuracies.

### **Wifi, Internet access**

**Free!** By using our free Wi-Fi access you will agree to the Wifi Terms and Conditions of use.

Wifi Terms and Conditions provided with Internet access code on site.

In accordance to Internet security and privacy, TV are not connected to the network (Internet)

### **Privacy Policy - Personal Data**

Any data collected during the course of this booking will be stored on our computer(s). We may from time to time contact you about promotions and offers. We will not share your details with any third party. If you would prefer us not to hold this information please let us know by email or mail.

For health, safety and hygiene reason we can record and maintain personal data of customers in support of the trace scheme. We will provide such data in accordance with the UK/Welsh Government regulation. Treddolphin Guest House will not use these data for other purposes.

If you have any questions about our terms of booking, Please contact us, by email to, [contact@treddolphin.com](mailto:contact@treddolphin.com)

by mail,

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