

SPRINGFIELDS (CWMBRAN) TERMS & CONDITIONS

Our Vision and Mission to You

Is to provide you with a clean, comfortable, safe, happy, informed stay and the best possible prices within the local area. Our breakfast menu is truly extensive and acclaimed.

The staff at Springfields treat everyone as they expect to be treated themselves and feel that our T&Cs are fair and reasonable. If you feel differently please speak to the proprietor.

Check in Times

- Bookings start at 5pm on the date of arrival and terminate at 10am on the date of departure, unless agreed differently in advance (early and late check ins/checkouts can be agreed)
- Morning Check in - between 11:00am & 1:00pm. Rooms may not be ready during this check in period. We will issue keys and luggage may also be left with us.
- Afternoon/evening Check In is between 17:00 & 20:00.
- Check In Outside of the above times - must be agreed at the time of booking. If no arrangement has been made and you fail to check in between the above times, your booking will be treated as a no show.

Please Note: *We are closed between the hours of 13:00 & 17:00 and do not accept any check in – unless previously arranged. If you should arrive between this time you can park in the car park at rear.*

Checking Out

- Guests must check out by 10:30. All rooms are checked following check out. Any damages or missing items will be charged for. Guests can wait in our lounge for taxis etc.
- Room keys - Are issued on arrival and handed in on day of departure - non-returned or lost keys will incur a charge of £15.00.

Tariff

- Payment can be made by cash, UK personal & UK company cheques, bank draft, sterling travellers cheques (no change given) and postal orders.
- Children – under 3 free – up to 14 half price (when room shared with two adults).
- All quoted prices are inclusive of VAT.
- All room tariffs include full breakfast from our extensive and acclaimed menu.
- There is no price reduction for not having breakfast – However, a packed lunch can be arranged by prior agreement.

Bookings & Cancellation

- For B&B bookings, a non-refundable deposit of at least £10 per person per night will be required at the time of booking with a minimum deposit of £20. When booking within 14 days of commencement, a two-thirds deposit is payable. It is your right to cancel your booking with us at any time, however if we have reserved a room for you and declined other potential bookings because of your reservation, it is fair that we charge a cancellation fee.
- In the event of a ***no show*** or a ***cancellation*** with less than 7 days notice prior to the date of arrival. We will try and re-let. If this is not possible, full price is payable for the entire stay. If you are concerned about the possibility of cancellation you are advised to take out Travel Insurance.

Please Note: *that once a reservation has been made any changes (such as a reduction of days or changes of dates or change of room type) is deemed a cancellation of the original reservation and as such full price is payable - the application of it to the altered booking is*

entirely at our discretion. Changes such as additional days are not deemed cancellations and therefore if the accommodation is available the deposit is carried forward.

- ALL deposits are non – refundable.
- A minimum booking of two nights is a requirement for Bank Holiday weekends and special event weekends (unless waived by proprietor).
- When accommodation is reserved in advance by one person on behalf of another or for a group of people, the person making the reservation is responsible for adhering to the booking terms and conditions and accepts financial responsibility in the event of cancellation, unless the other parties make payment in advance.

General

- For the safety and comfort of all guests and on the advice of the fire authorities, **smoking is strictly prohibited** in all areas of Springfields. If you wish to smoke, please feel free to use the courtyard where you will find ashtrays provided.
Should you choose to ignore this policy, you will be asked to leave and charged in full for your entire stay plus an additional £100 for specialist cleaning to your room.
- We ask guests to consider the comfort of fellow guests. We may require persons creating a nuisance to leave. All monies owed to Springfields must be paid in full, including payment for any damage, loss of income, extra cleaning or room closure caused by the nuisance.
- If an Incident occurs that leads to the quarantine of a room because of contamination or other nuisance, the hirer must pay two thirds of the double room tariff for the period of closure.
- Take-away meals are **not** allowed in guest rooms. However, our dining room may be used up to 8:00pm – using paper plates and cutlery provided – place in bin after use.
- No person under the age of 18 shall stay in the accommodation without parent or guardian.
- No person who is suffering from any infectious disease shall stay in the accommodation.
- Guest ironing facilities are available in the laundry area only.
- Laundry facilities are available on request (a charge will be made).
- Non residents can not be entertained in any rooms other than the guest lounge and are strictly not allowed to use any other facilities.

Pets

- We have an Annex (The Pantry) that pets are very welcome to share with their owners (we are members of <http://www.dogfriendlybritain.co.uk>).
- Pets must be kept on a lead at all times in public areas and always on a lead within the grounds.
- **No** Pets can be left unattended within the “Pantry“ – **UNLESS** left for short periods in their transport crate (these can be provided free of charge).

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***Springfields is absolved from all liability for the loss or damage to personal property, including cars & contents in the car park or any vehicles or other items left in the garage.***

***All cancellation, damage fees must be paid at the time of cancellation or checkout - if not present will be invoiced and pursued if unpaid within 7 days.***

***We respectfully remind you that a verbal or written reservation, constitutes a legal contract.***

***Our terms & conditions have been accepted by yourselves on receipt of our booking confirmation and or entry to the bedroom (where they are available to read).***

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