



Terms & Conditions of Booking

Booking and Payment

By booking a room at Plas Dinas, you are agreeing that you and all members of your party agree to and are bound by the Terms & Conditions detailed below. Your reservation is made with Plas Dinas Country House ("Plas Dinas") and represents a legally binding contract between you and Plas Dinas.

We will require a valid credit / debit card when booking to confirm your reservation. We reserve the right to charge the card as detailed below in the event of a no-show or should the booking be cancelled. By entering into this contract you are authorising us to make any charges as per below without additional consent being required.

For block bookings of three rooms or more or six meals or more, then we regret that a 3% surcharge will be levied if American Express is used as a payment method.

You will receive an email confirmation of your booking. Please check this carefully and contact us immediately if any details are incorrect.

Cancellation Policy

A cancellation must be made using the "*Cancel Reservation*" link on our website or in writing by email.

More than 7 days notice – 5% cancellation fee will be charged on total booking value.
Between 2 - 7 days notice - full value of first nights booking value is forfeited.
Less than 48 hours notice - full value of the booking is forfeited.

For 3 rooms or more, and/or 4 nights or more, and/or special events/offers or public holidays:

On booking – A 25% non-refundable deposit will be charged to the card you provided at the time of booking

Between 7 - 28 days notice - 50% of the total booking will be charged
Less than 7 days notice 100% of the total booking will be charged.

We reserve the right to cancel or amend a booking in the event of circumstances beyond our control, and provide an alternative of an equal value or a full refund of the total booking value.

We strongly advise our guests to take out suitable cancellation insurance to cover their stay for any unforeseen circumstances.

Non-arrival for a booking is classed as a cancellation and will be charged in full, regardless of the reason – you will be advised to claim against your travel insurance.

Check In/Out Times

Check in is between 3pm & 10pm and check out is by 11am (unless by prior arrangement). An early check in option from 12 noon is available for £20. A late check out option until 1pm is available for £15. If you book either option, we will notify you if your request cannot be met. Should you arrive before 3pm, we cannot guarantee entry to the building or your room. If you plan to arrive later than 10pm, we may be able to arrange later access, however, this is not guaranteed and is only by prior arrangement.

Circumstances Beyond Our Control

We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, terrorist activity (or threat of such activity), industrial dispute, natural disaster, or injuries and death of an individual(s) through accidental circumstances unconnected with Plas Dinas.

By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to the provider upon demand. If you fail to do so, you will be responsible for meeting any claims subsequently made (together with our own and the other party's full legal costs) as a result of your actions.

Medical Conditions

If you or any member of your party has a medical problem, allergy or disability which may affect your stay, please call us to advise us so that we can make provision for the particular need(s) of the persons(s) concerned, or advise you if we are unable to make such provision. If details are not provided to us at the time of booking, Plas Dinas reserves the right to cancel the booking should it be unable to make appropriate provision for a specific need or needs.

Offers

Please note that special offers are available on room prices and packages from time to time but cannot be used in conjunction with any other offer. These are non-refundable and 100% of the total booking will be charged in the event of cancellation or no-show. Please note that some offers require full payment on booking – these offers are non-cancellable, non-changeable and non-refundable.

Prices

All prices are subject to availability at the time of booking. Prices may change at any time without prior warning or notice.

General Terms & Conditions

Alcohol

Guests are not allowed to consume their own beverages, alcoholic or otherwise in the public areas of the house or grounds. Failure to adhere to this rule may result in being asked to leave and being charged a corkage charge.

Beds

Some rooms can be made with twin beds. We cannot guarantee a twin bedded room will be

available but if the request is made at the time of booking, we will do our best to accommodate you. We have the ability to make one room into a treble occupancy room. This is charged at £50 extra per night and is available at our discretion.

CCTV

The building is equipped with 24 hour recording CCTV in public areas for the safety and security of our guests and premises.

Chewing Gum

Chewing gum is not allowed in any part of the building or grounds.

Children

Plas Dinas is full of antiques and is an ideal retreat for a relaxing holiday. As such we regret that we do not usually accept children under the age of 13. We have one room available as triple occupancy for which an extra charge of £50 will be added for the extra bed. Should there be four in your party, you will require two rooms. Only children of 16 and above may dine with us for dinner unless as part of a private dining group of six or more in the Gun Room.

We would kindly ask that parents ensure their children act appropriately around the building. It is your responsibility to ensure their safety.

Damage

We reserve the right to charge for the replacement, cleaning or repair of any item(s) belonging to Plas Dinas, or the fabric of the house itself, damaged either wilfully or because reasonable precautions have not been taken. In this event your credit card will be charged without prior consent being required for the costs incurred.

Dogs

We are happy to accept small dogs (up to Spaniel size) for a small surcharge with prior arrangement. We ask that dogs be well behaved and not affect the enjoyment of our other guests who are on holiday too. Dogs can be provided with bowls and water, and a suitable place to eat. They will require their own bedding to sleep on though we do provide doggie towels to wipe their dirty paws if it's wet outside. Dogs are welcomed with a bag of special biscuits and are charged at £10 per night, with a maximum of 2 dogs per room. Note that we only accept dogs in certain Superior and Deluxe rooms for a maximum stay of 2 nights.

En-suite

Each en-suite is different. If you would prefer a bath or a shower, please let us know at the time of booking. Although we cannot guarantee it, we will do our best to accommodate your preference.

External wedding parties

We regret that we cannot take bookings from guests attending local weddings and wishing to use Plas Dinas purely for accommodation purposes. Eating good food in our restaurant is very much part of the point and pleasure of staying at Plas Dinas, and wedding guests arriving back in the small hours of the morning are not compatible with regular guests who value the house for its peaceful ambience.

Food

Evening meals are available at 7pm subject to demand. Pre-booking at least 24hrs before arrival is required if you wish to eat. Apart from breakfast and our small evening meal menu, no other meals or snacks are available.

Where dinner bookings are made, we reserve the right to charge a cancellation fee of £10 per person if the booking is cancelled the same day as the meal was booked for. Where a group booking of 6 or more guests has been made, payment will usually be requested in full before the event and any payment made will be non-refundable.

Footwear

Due to the soft wooden flooring throughout the entrance hall and Dining Room, no stiletto heels are to be worn.

Gardens

Please be aware that our grounds contain two ponds and some areas unsuitable for walking on.

Group bookings

Where bookings are made for three or more rooms, six or more meals, four or more nights or exclusive use of the house, a deposit will usually be taken equal to or greater than 25% to confirm the booking. The full balance will be required at 28 days before the event, along with final numbers and choice of wine and menu. All payments once made are non-refundable.

Insurance

It is your responsibility to ensure that any insurance cover you have provides adequate cover for your needs and for the duration of your stay.

Lost Keys

On check in, you will be issued with a room key and a front door key. It is your responsibility to ensure safety of your keys and key ring at all times and return them at the end of your stay on check out. Failure to do so, to return keys within 7 days or loss of keys will be subject to a minimum lost key charge of £25.

Lost Property

Any lost property items will be disposed of at the end of the subsequent month after the visit took place. Should you wish an item to be returned to you, a minimum charge of £10 will be charged to your credit card to cover postage, packing and administration.

Parking

There is a large free car park, however, we cannot accept any liability for any damage or theft to vehicles whilst parked within our grounds.

Service charge

A discretionary service charge of 12.5% will be added to all food and drink bills for groups of six or more guests.

Smoking

We operate a strict no-smoking policy throughout the building. Smoking is permitted outside where ashtrays are provided. If ashtrays are not used, an extra charge may be levied for the cleaning up of cigarette butts.

It is against the law to smoke in a public building. Out of fairness to the next guest and to maintain our integrity as a clean and non-smoking establishment, please do not smoke in your bedroom. If we deem there to be a smell of smoke after your departure which disrupts or affects future bookings, we will make a charge to compensate us for this. It is usual for us to charge a minimum of an amount equal to a further night's stay.

Toilets

As our building is very old, some bathrooms have to be fitted with a saniflow macerator. Warnings are provided above each toilet to advise guests that nothing other than toilet paper is to be put down them. As a matter of course, all other toilets should also be treated in the same way as we have a septic tank. Sanitary bags are provided next to all toilets.

Should this advice not be adhered to and a toilet becomes blocked the engineer's call out fee of £70 will be passed on to you.

Bathrooms with saniflow toilets are Bachelor, Buckley, Judges and South. If you would prefer to be allocated a different room to these, you must advise us when the booking is made.

Wireless Internet Access

Wireless internet access is provided free of charge throughout the house, subject to our separate **Wireless Terms & Conditions**.