



Booking Terms and Conditions

Please read the terms and conditions carefully. By confirming your booking you are entering a legally binding contract whether in writing, email, third party agents or by telephone between Alice Court Guest House and yourself. So as soon as you confirm your booking, you are deemed to accept and be bound by our terms and conditions of booking at Alice Court Guest House.

We recommend that you take holiday insurance to cover for cancellation due to unforeseen eventualities.

Availability:

All rooms are subject to availability. We have a minimum 2 night stay at weekends and also from 01 May through to 31st October. For Bank Holiday Weekends our minimum stay policy is for 3 nights only. Single night stays may be available at the last minute, so please contact us directly to check availability. We reserve the right to charge higher rates for single night stays. We reserve the right to increase or decrease our tariff at any time without notice.

Booking Procedure:

For your reservation to be confirmed, we require a non-refundable deposit equivalent to the sum of the first nights rate. This is totally non-refundable and non-transferable in the event of cancellation.

The prices shown on our website are per room, per night and are based on a stay of 2 nights or more for no more than 2 persons sharing the room. The rates include a full cooked breakfast. These prices are generally lower than any prices available online through booking agents and are only available when booking direct with ourselves. Various discounts and deals may be available during winter months (only available to direct bookings) and prices do not increase during peak times.

Payment:

Cash is our preferred method of payment of balances and we cannot accept cheques for final payment upon departure. We accept payment by Debit Card, Visa and MasterCard credit cards and also cash in settlement of your final bill. Please note there is a 1% charge for a Debit Card transaction and 3% charge for all credit card transactions. We will only consider accepting cheque payment for bookings made 2 weeks or more prior to the arrival date.

Where card details are provided at the time of booking in order to pay the deposit, it is accepted by the card holder at the point of booking, that authority to charge the balance due, as detailed above, is automatic and part of the booking contract.

Cancellation:

Because we only offer four rooms, once a booking is made and confirmed, any changes such as a reduction of days or changes of dates or rooms, it is deemed as a cancellation and the standard cancellation terms and charges apply.

In the event of cancellation, up to 30 days prior to your arrival date, you will forfeit the non-refundable deposit paid for the first night accommodation.

With less than 7 days notice prior to the date of arrival, we reserve the right to charge for the accommodation in full unless we are able to subsequently re-let the room/s.

Please note that all 'no-shows' will be charged in full. Where card details have been provided at the time of booking it is acceptable for us to use these to claim the full amount of the booking. The date from which the cancellation applies will be the day the cancellation notice is received by Alice Court Guest House.

We cannot cancel a booking made through a 3rd party booking/reservation system/travel agent/tour operator, (e.g. Booking.com/Late Rooms.com). Due to data protection, your arrangements are with reservation/booking company/agent/operator and you must action the cancellation directly with the company who you made the booking arrangements with as their own terms and conditions apply directly to you.

Arrival and Check-In:

In general, you can arrive and check-in between the hours of 15:00 (3pm) and 20:00 (8pm). Prior to this we are usually busy in preparing rooms ready for your arrival. Out of season November to March, with advance notice and on special occasions, subject to our agreement, it may be possible to have an early check-in. Confirmation of this arrangement will be in writing on your confirmation letter.

Late Arrival Procedure:

If for any reason you are delayed en-route, then please ensure you contact us no later than 18:00 (6pm) to let us know if you will be arriving late. Failure to notify us may result in the room being re-let or the full cost of the room being charged to your credit card.

Departure:

On the morning of checking-out, we kindly ask that you are ready to leave and vacate your room/s no later than 10:30am, unless otherwise arranged and agreed in writing. We will provide you with an invoice, payable on departure for the outstanding balance and additional services you may have used during your stay.

**Breakfast:**

Breakfast is served in our spacious ground floor dining room between 08:30am and 09:30am. We ask you kindly to inform us of your preferred time for breakfast during this period of operation. If you are here on business or just want to get an early start, then we can provide an earlier breakfast if advised in advance and the time is agreed.

Consumption of Takeaway Food

In order that our high standards of cleanliness are maintained, guests are respectfully asked not to eat any takeaway meals in their rooms. You can by prior arrangement, use the Dining Room where plates and cutlery will be provided free of charge. Any guest found taking takeaway food to their room will be asked to leave immediately and a room recovery charge of £100 will be made in addition to full settlement of the bill.

Car Parking:

There is plenty of 'FREE' Street parking on Gloddaeth Street and the side streets around Alice Court Guest House. There are also two 'Pay and Display' car parks within 50 meters of the Guest House. Alice Court Guest House does not accept any responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on the street or in the nearby car parks. In your own interest, we also advise you to remove all valuables from unattended vehicles.

Non-availability of Accommodation:

We would only cancel your accommodation if the room was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the stay. Our liability would not extend beyond this refund.

Change of Room:

If the specific room reserved is rendered unusable via circumstances beyond our control (e.g. damage by a previous guest), we reserve the right to transfer you to an alternative room of equal status where possible or on a free upgrade basis.

No Smoking Policy

By law, we adopt the strict no smoking policy throughout the guest house, including the front garden, porch and pathway, which are designated non-smoking areas. Should you choose to ignore this important health & safety policy that we operate at Alice Court Guest House, you will be asked to leave and a de-fumigation charge room recovery charge of £100 will be imposed for the removal of tobacco smells in the bedroom and bathrooms in addition to full settlement of the bill.

Damages and Breakages:

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you may cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. If you are responsible for causing any damage or breaking anything by any act, omission, default or neglect, the breakages or damage will be charged to your credit/debit card and we may make an additional charge of £10 if you did not report this.

Pets:

Unfortunately, Alice Court Guest House does not accommodate pets, except for Guide dogs.

Children:

Alice Court Guest House operates exclusively for adults. Unless we have made exceptions and agreed to operate an exclusive family booking for all four rooms at the Guest House, we unfortunately do not accept children.

Behaviour:

Alice Court Guest House reserves the right to judge acceptable levels of noise or behaviour of Guests, who must take all steps for corrective action as requested by the owners of the Guest House. In the event of failure to comply with our requests, Alice Court Guest House may terminate the booking or stop any event immediately without being liable for any refund or compensation.

Liability:

Alice Court Guest House is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by all our guests and any visitors to the Guest House. We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or contractors whilst acting in the course of employment. Other than for death or personal injury caused by the negligence of Alice Court Guest House, the Guest House liability to the Client is limited to the price of the booking. Unless Alice Court Guest House is liable under the above clause, the client indemnifies Alice Court Guest House from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, event or function.

Privacy Policy:

Any data collected during the course of this booking will be stored on our computer. We maintain appropriate security standards and procedures to protect your information. With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party. See the full document on our website.

Dispute:

These terms will be construed in accordance with English law and the Hotel and Client submit to the non-exclusive jurisdiction of the English courts.

Alice Court Guest House
23 Gloddaeth Street, Llandudno, Conwy, North Wales, LL30 2DF
Tel: 01492 876914 Email: info@alicecourllandudno.co.uk