



Terms & Conditions of Hotel Use

Payment

You will be asked to guarantee your booking with a debit/credit card. We accept American Express, MasterCard & Visa. We do not accept Diners or JCB payments. Please note a minimum spend of £10.00 will apply to payments by card. We welcome cheque & cash payments for lower amounts. Cheques will only be accepted with a cheque guarantee card.

A full non-refundable, non-transferable payment may be required for promotional, seasonal and advance purchase rates at the time of booking. If pre-payment is not required then payment is due on departure from the hotel and can also be made by Town & Country Hotels gift vouchers.

On arrival at the hotel, all reservations will require a pre-authorisation with a credit/debit card to cover incidentals during your stay. If paying cash, we will require the payment to cover the total cost of the room rate and no credit at the hotel will be available, unless a pre-authorisation of a card is provided.

What is a pre-authorisation?

A pre-authorisation is a temporary hold of a specific amount of the available balance on a credit or debit card. The pre-authorisation is not a charge and **no funds** have actually been debited from your account,

The Bear Hotel, Cowbridge, Vale of Glamorgan, Wales, CF71 7AF
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however your bank statement may show the pre-authorisation as a pending transaction. When you give us a credit/debit card, the pre-authorisation guarantees us that the funds are available to pay for your stay.

How much is a pre-authorisation?

We will pre-authorise your card the amount to cover the room rate for the stay, e.g. if you are staying for 3 nights at £100 per night, we would pre-authorise your card for £300.00.

This therefore guarantees that you have the funds available to settle the room bill. This also allows us to give you credit around the hotel during your stay, for example in the bar, in the restaurant, room service.

What method of payment can I use for the pre-authorisation?

In the event that no card is available then a cash payment on arrival will be needed in line with the room rate for the stay, but no credit around the hotel during your stay will be available.

When is the card pre-authorised?

All credit or debit cards are pre-authorised on check in.

When does the pre-authorisation get released from the credit card?

Upon your check out your room charge and any extras will be charged to your card. If the final amount is within 15% of the pre-authorisation amount the transaction should show on your statement immediately.

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However if the amount to be debited for your stay is plus/minus 15% of the pre-authorisation amount this should appear on your credit card statement within 3 working days as your card issuer may need to reissue/re-authorise on the same code for security purposes. However if you choose to pay the balance with another credit card or method of payment we will cancel the pre-authorisation and depending on your card issuer this **could** take a few working days to clear in your account. Please note that some card issuers may not action our request to cancel a pre-authorisation and it may take up to 7 working days to drop off.

Liability

Guests' liability for their account is not waived and guests agree to be held personally liable in the event that any indicated person, group, company or association fails to pay all or part of any charges incurred.

Damage to Hotel Property

We reserve the right to charge guests the cost of rectifying damage, caused by the accidental, deliberate, negligent or reckless act of the guest to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

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Removal of Hotel Property

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guest's credit/debit card, or send an invoice for the amount to the registered address.

Tampering with Fire Detection Systems and Fire Fighting Equipment

We reserve the right to take action against any guest found to have tampered/interfered with any fire detection equipment throughout the hotel, including detector heads in public areas and bedrooms, break glass points and fire extinguishers. Guests found to have tampered with any fire detection or fire fighting equipment will be charged with any costs incurred by the hotel due to their actions and additionally may be asked to leave the hotel. Depending on the severity of the guest actions, the Police may become involved at the hotel's discretion. Should the fact that fire fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

No Smoking Hotel

If policy is breached within a bedroom a fine of £50.00 will be levied per guest.

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Inappropriate Behaviour

It is the hotel's policy that all our guests have the right to be treated with dignity and respect and as a responsible host we believe that we have a duty to our guests to protect them from inappropriate behaviour. Should the Duty Manager deem any actions by a guest inappropriate, or if any inappropriate behaviour is brought to the attention of the Duty Manager, the hotel reserves the right, after any allegations have been investigated, to take action against the guest. Depending on the severity of the guest actions, the police may become involved at the hotel's discretion, or guests may be asked to leave the hotel.

Lost/Damaged Property

Should any guest lose any belongings during their stay or incur damage to their property, the provision of the Hotel Proprietors Act 1956 will apply, a copy of which is displayed in reception. If we find any lost property, we will make every reasonable effort to locate the owner and return it, but if we cannot locate the owner and an item is not reclaimed with 3 months of the guest's departure it will be disposed of by the hotel.

Check In/Out Times

Check in time is at 14:00 and Check out time is 11:00. These times are explained when bookings are made and any extension to the check out

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time, either pre-arranged or as a late departure, may incur a charge upon departure.

Parking

Parking is available on site and is complimentary to all guests. However, all vehicles are left at the owner's/customer's own risk, the company does not accept responsibility for loss or damage. Should a problem occur with a vehicle in the hotel car park, the hotel cannot accept any liability. If a vehicle is left in the hotel car park without the consent of the hotel, the hotel reserves the right to remove the vehicle at the owners' expense.

Dog Policy

With the exception of assistance dogs, no pets are allowed at The Bear Hotel.

Special Arrangements

Whilst every effort is made to fulfil your requests, unfortunately, we can not guarantee these and failure to do so will not constitute a breach of contract.

Cancellations/Amendments

Should you need to cancel or amend your reservation you can do so without penalty up to 24 hours prior to arrival by 2 pm contacting our Front Office Team. A cancellation later than 2 pm 24 hours prior to arrival or a no show will incur a charge of £50.00. Bookings made on promotional, seasonal and advance purchase rates are non

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cancellable, non refundable and non transferable. In the very unlikely event that we have to change or cancel your reservation, we reserve the right to do so. If this does arise you can:

- 1) accept the changed arrangements as notified,
- 2) make an alternative arrangement with us or
- 3) cancel your reservation and receive a full refund of any monies paid.

Food & Beverage

Where meals are included within a rate they are included for adults only. All meals are charged as taken for infants and children (excluding breakfast). Unless otherwise stated dinner bed and breakfast rates include a £20.00 dinner allowance per adult to be used on food only.

Child Policy

The Bear Hotel recognise children as being 12 or under. Please be aware that individuals over 12 will be classed as adults and charged accordingly on arrival.

Children under the age of 14 years old must be accompanied by an adult in our public areas & bedrooms at all times. The hotel does not allow the use of baby monitoring equipment within the hotel or the apartments/cottage.

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