

The following Terms and Conditions apply to all bookings made on this website. We kindly ask that you take a moment to read them prior to making a booking. The company enters into this agreement as principal for bookings made for the hotel it owns. The booking confirmation will clearly state the identity of the owner. In these Terms and Conditions the following definitions apply:

1. Definitions

“Company” or “we” means Heritage Park Hotel, Coedcae Road, Trehafod, Rhondda, CF37 2NP.

“Booking” means the booking for accommodation, functions and/or any other services or items made with us.

“Contract” means the booking and these terms, and any other terms and conditions stated to apply to the booking.

“Hotel” means the premises for which your booking is made.

“Terms” means these terms and conditions.

“Websites” means www.lanelayhall.co.uk

“VAT” means value added tax.

2. Bookings

All bookings at the hotel are subject to these terms.

At the time of booking or at check-in, we will take your credit/debit card details and you authorise the use of this card for any sums that become owing to us. We shall also have the right to require full payment in advance or a deposit at the time of booking in certain circumstances or if the booking includes the supply of certain items or services. No booking shall be treated as confirmed until the details and/or payment/deposit described in this paragraph have been provided.

3. Charges

Any meals, service or VAT (at the prevailing rate) are included only if specified. A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified. Once a rate is selected on the website, the total for your requested stay shall be displayed on the reservation summary. Prices shall be charged in the local currency of the hotel.

The VAT breakdown shown is indicative based on the current rate of VAT, and the expected VAT treatment of the goods or services. VAT will be payable at the prevailing rate applicable at the tax point of the invoice or booking confirmation issued and may change depending on the actual rate and the VAT treatment of the goods and services purchased at that date.

Price lists for additional items, such as restaurant meals and room service, are on display at relevant locations within the hotel and are available on request.

4. Check-in / Check-out Requirements

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference; their passport/identity card/driving license or a valid credit or debit card. If guests are travelling from outside the UK, Ireland or any country in the Commonwealth we are also obliged by law to require

guests to provide the number and place of issue of your passport/identity card and details of their next destination. These records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above.

Unless otherwise stated on the booking confirmation, Guests may check-in at any time from 3.00 p.m. on the scheduled day of arrival. All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until 11:59pm on the scheduled day of arrival unless otherwise agreed directly with the hotel. Any non-secured reservation will be held until 12.00 noon on the day of arrival at which time we will be entitled to re-let the room, unless the guest has notified the hotel of a late arrival and secured with accepted payment method.

On the day of departure, we kindly ask all guests to vacate their rooms by 11.00am (unless a later departure is stated as part of your booking). Late check-out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of the hotel.

Rooms are subject to maximum occupancy rules set by the hotel. If you would like further details, please contact the company or the hotel.

5. Payment

We accept the following methods of payment: Credit Cards: MasterCard, Visa; Debit Cards – Visa Debit, Visa/Delta and Visa/Electron.

During your stay the hotel's system will calculate the incidentals charged to your room on a daily basis.

All outstanding charges must be paid for in full on check-out from the hotel. We reserve the right and you hereby authorise us to charge your credit or debit card to settle any charges that remain outstanding following your departure from the hotel. Either a 50% deposit or the full amount is required upon booking to secure your reservation.

6. Cancellation Policy and No Shows

The cancellation policy is as follows for individual bookings;

Flexible Rate: From 12 noon day prior to arrival 100% of the total booking cost is chargeable.

Deposit Only Rate: Deposit will be lost at time of cancellation and if after 12 noon day prior to arrival balance of full booking cost will chargeable.

Advance Purchase Rate: 100% of booking cost will be chargeable

Bookings can be rescheduled by negotiation at the discretion of Management.

Group bookings will have individual cancellation charges detailed in confirmation. Refunds may take up to 45 days to process.

7. Changes or Cancellation by the Company

Very occasionally we may need to cancel your booking. In such circumstances you will be given a full refund, but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavours to try and re-locate any confirmed booking cancelled by us to an alternative location similar in standard to the hotel.

Your booking is for a class of room in the hotel and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. If you have

indicated a preference for a particular room, we will use our reasonable efforts to honour this preference. However, we may need to allocate an alternative room to you for operational or safety reasons. If we need to move you to a different room during your booking for which a lower rate is available than the rate you booked at, we will refund you the difference in the rates.

8. Damage

We reserve the right and you hereby authorise us to charge your credit or debit card for any damage incurred to your room or the hotel during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

9. Accessibility

Dependent on your individual needs a selection of rooms is provided at the hotel. Please contact us 01443 687057 to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

11. Parking

The hotel has free car parking throughout. Parking is available onsite. Cars and their contents are left at the owner's/customer's own risk. We do not accept responsibility for loss or damage.

12. Hotel Events

Please be aware that at certain times throughout the year the hotel may host weddings, events and parties, which you may feel would be an intrusion on your break. Please contact the hotel directly in advance of your stay for further information.

13. Guest Behaviour

Guests are requested to conduct themselves appropriately at all times and to comply with company procedures and/or requests with regard to conduct and respect for the property of the hotel, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the hotel, or cause offence to other guests or our members of staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the hotel if, in our reasonable opinion, we consider this provision to have been breached. Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

14. No Smoking

Guests are not permitted to smoke in rooms or public areas.

15. Pets

Pets are not accepted with the exception of assistance animals with up to date accreditation. Document must be presented on arrival to confirm eligibility. Assistance animals can only be accommodated in ground floor rooms.

16. Dining

Our menus change often reflecting fresh, local ingredients so all menus displayed on our website may be subject to change. Afternoon Teas must be booked at least 24 hours in advance, please give any dietary requirements in advance upon booking. If booking on a

Dinner, Bed & Breakfast rate you will be presented with a Set Menu, if this is not suitable for your needs, you can order from any other of our menus to the value of £30 per person. Any additional spend over the amount of £30 per person is liable to be paid by the customer upon checkout. Guests are asked to arrive to the restaurant 10-15 minutes before arrival and provide an email confirmation with the details of your booking. Due to high demand in the The Loft Restaurant we advise booking prior to arrival to avoid disappointment. In the situation that there is a delay, we only hold tables for 15 minutes in the event of a no show or late arrival due to high demand. In the event of a late arrival, our staff will do everything possible to seat you and your party, but cannot guarantee anything after this 15 minute window has passed. The allocated time set per table is 2 hours.

17. Force Majeure

The company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.

18. Limitation of Liability

The company will not be responsible for the loss or damage of any property left in the Hotel other than as required under the Hotel Proprietor's Act 1956 and the Local London Authorities Act 2004 or any other applicable law.

The company will not be liable for any indirect, consequential or pure economic loss or any loss of profit, goodwill or opportunity (whether caused by the negligence of the company, its employees, contractor or agents or otherwise). The company's total liability shall not exceed the value of the charges received by it under the contract.

Nothing contained in the contract or in any other document referred to or incorporated in it shall be read or construed as excluding any liability for death or personal injury caused by the company's negligence or liability for fraud or fraudulent misrepresentation.

19. Web Site Information

While all reasonable efforts have been taken to ensure the accuracy of information on the website, the company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the websites without notice.

The content of the websites is the copyright of the company, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent.

20. Privacy Policy & GDPR

Heritage Park Hotel Website Privacy Policy 2021

Thank you for visiting Heritage Park Hotel Privacy Policy which relates to data collected via our website. This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

This Policy may be subject to updates so please check this page to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Individuals wishing to inquire about our policies, to access or correct their personal data, or withdraw consent should contact Heritage Park Hotel by writing to us at; Heritage Park Hotel, Coedcae Road, Trehafod, Rhondda, CF37 2NP, United Kingdom +44 (0)1443 687057 or by emailing us reservations@heritageparkhotel.co.uk

How do we collect information from you?

When someone visits <http://www.heritageparkhotel.co.uk> we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

We obtain information about you when you use our website, when you contact us about products and services, to make an enquiry via our 'Make an Enquiry' form.

What type of information is collected from you?

If you make an enquiry online personal data may be stored both online and offline for the purposes of contacting you regarding Heritage Park Hotel products and services. The personal information we collect might include your name, address, email address, IP address.

How is your information used?

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by calling +44 (0)1443 687057 or by emailing us at reservations@heritageparkhotel.co.uk

Direct Marketing:

We will send Direct marketing via the postal service and by email. We will also make sure our direct marketing is relevant for you and where possible tailored to your interests. If you would like to opt out of this, please either unsubscribe at the bottom of any emails sent or email us on reservations@heritageparkhotel.co.uk.

Online Payments:

In order for us to process an order, payment details are taken and contact information collected, such as name, address, telephone number, and email address. Please note that even if you opt-out of receiving marketing communications from us, we may need to send you service-related communications, such as confirmations of any future reservations you make.

Personalisation:

Where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our guests and visitors.

Downloading a Brochure:

If you complete any of our brochure download request forms on our website, your

information will be sent to the relevant department to process your request. Personal information collected will be used to assist with your enquiry and to contact you for further assistance

Gift Vouchers:

We use a trusted third-party provider to manage the payment and fulfilment processes of purchasing one of our gift vouchers. To fulfil your order personal information including your name, email address and payment details. If you opt to have your voucher delivered, you will be asked for your address or the recipients address. If you provide any personal information of the recipient, they will be notified when receiving their voucher of how they will use their data and their right to be forgotten.

We can access your contact information and order history; however, we cannot access your payment information. If you give us permission by checking the tick box to receive more information from us whilst checking out any vouchers, you will be automatically added to our mailing list. This can be changed at any time.

CCTV:

CCTV is in operation throughout the hotel for the purposes of, including but not limited to: Security of property, employees and guests; Health & Safety, and; Public Liability.

You can opt in to receive marketing communications

We may use your information to:

- send you marketing communications via email, post or telephone;
- seek your views or comments on the products and services we provide;
- notify you of changes to our products and services;
- send you communications which you have requested and that may be of interest to you;
- activities, promotions of Heritage Park Hotel to support our marketing activities;
- invite you to events as part of our marketing activities;
- process a job application or enquiry.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

Heritage Park Hotel may have access to personal information passed via the website. We will not, share, sell or rent your information to third parties. Changes to this privacy notice: We keep our privacy notice under regular review. This privacy notice was last updated on 11th February 2021.

How you can access and update your information:

The accuracy of your information is important to us. If you would like to know what information we hold on you, please contact us in writing or by email:

Heritage Park Hotel, Coedcae Road, Trehafod, Rhondda, CF37 2NP or email reservations@heritageparkhotel.co.uk

You have the right to ask for a copy of the information Heritage Park Hotel has about you at anytime. Security precautions in place to protect the loss, misuse or alteration of your

information. When you give us personal information, we take steps to ensure that it's treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we can't guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our IT systems.

Use of 'Cookies'

Like many other websites, the Heritage Park Hotel website uses cookies. 'Cookies' are small pieces of information placed on your computer and stored on your hard drive to allow that website to recognise you when you visit again. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using some websites. Links to other websites: Our website may contain links to other websites run by other organisations, for example when we appear in the media. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

Review of this Policy:

We keep this Policy under regular review. This Policy was last updated 11/02/2021.