



TWR Y FELIN HOTEL  
ROCH CASTLE HOTEL  
PENRHIW HOTEL  
Pembrokeshire, Wales

## Property Terms and Conditions and Cancellation Policies

### Terms and Conditions

- Check-in is available between 4pm and 7pm.  
*\*Please note, we do not offer late check ins, if you are unable to arrive by 7pm we can offer Twr y Felin Hotel, St Davids, instead.*
- We accept bookings for children from 12 years of age accommodated in their own room, or one child sharing with one adult per room. Extra beds and cots are not available.
- As a hypo-allergenic property, we are unable to accept pets and they cannot be left in guest vehicles overnight.
- Roch Castle has a non-smoking policy throughout the venue and its grounds.
- Special dietary requirements or food allergies must be provided in advance.

### Cancellation Policies

#### FLEXIBLE BOOKINGS

At the time of booking you will be asked for your card details to secure the reservation. We will charge you in full for your stay on departure.

#### **Cancellation:**

In the event of cancellation after 12 midday, two days prior to arrival, we will deduct the first night accommodation rate as the cancellation fee.

#### **No Show:**

In the event of a no show, we will deduct the first night accommodation rate as the no show fee.

#### NON REFUNDABLE BOOKINGS

At the time of booking you will be charged the full rate of your accommodation. All food, beverage and extras will be charged on departure.

In the event of cancellation or no show we will retain the full payment as the cancellation fee.

*In the event of then guest cancelling due to a positive Covid test result, we are able to move your booking to an alternative date, subject to the same booking availability / restrictions as the original booking.*



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### FESTIVE SEASON BOOKINGS

At the time of booking you will be asked for a 50 % non-refundable deposit to secure the reservation. We will charge you for the balance of your stay on departure.

**Cancellation:**

In the event of cancellation after 12 midday, two days prior to arrival, we will retain the 50% deposit as the cancellation fee.

**No Show:**

In the event of a no show at the booked venue, we will retain the 50% deposit as the cancellation fee.

### SELF CATERING EXCLUSIVE STAYS AT PENRHIW PRIORY AND ROCH CASTLE

**Cancellation:**

Should you have to cancel your booking, the initial deposit is non-refundable. Please see below for cancellation fees.

- More than 60 days 30% of booking costs
- 30 - 60 days 75% of booking costs
- Less than 30 days 100% of booking costs