GWESTY TYNYCORNEL HOTEL

Terms & Conditions (2025)

This hotel trades under Adventure Travel Limited - t/a Ty'n Y Cornel Hotel (Registered in England 03203496) and the below are the terms and conditions of use of facilities at the hotel. The hotel ultimately also adheres to the laws set out in the Hotel Proprietors Act.

Payment

1. Ty'n Y Cornel Hotel accepts payment by cash, credit/debit card (Visa, Mastercard, Maestro, Electron), we also accept payment by Ty'n Y Cornel Hotel vouchers previously purchased via the hotel. Payment terms will differ dependent on the booking type. Bookings that require pre-payment at time of booking must be paid by a debit or credit card unless the customer is present at the hotel for payment at the time in question.
2. Customers paying with cash are required to produce a form of ID on check in at the hotel. Acceptable forms of ID are current driving licence, ID Card, passport, utility bill/bank statement (with address) or police warrant card. Failure to produce ID for cash payments on check will likely result in check in being refused. Customers paying cash on check in will not be granted credit facilities within the hotel during their stay, meaning that certain facilities will be restricted. Food & Beverage facilities, however, can be used and paid at the time of usage directly.
3. International customers to the UK - All guests staying from a non UK or Commonwealth residential address staying at the hotel are required to leave details of their passport including nationality, place of issue and passport number.
4. Preauthorisation – Upon check in to the hotel, for all accounts that an element of it is being settled directly, you will be asked to produce a credit card for pre-authorisation. This card will be pre-authorised for the accommodation cost and £50 additional per night for the case of any extra costs. Debit cards may also be used, however in this case the money may be held from your account throughout the duration of your stay, and up to five days afterwards. We recommend those paying by debit card to prepay on check in and use the card in the various outlets around the hotel.

Reservations

5. Standard terms apply for bookings of less than 5 rooms, group terms apply to bookings of 5 rooms or more.
6. Flexible Booking Terms – bookings made on our flexible terms are subject to a cancellation term of 10.00 hrs on the day prior to arrival. Rates are quoted for Bed and Breakfast or Dinner bed and breakfast, inclusive of VAT unless otherwise quoted at the time of booking. A credit/debit card or company/agent guarantee (contracted companies/IATA only) is required at the time of reserving. Any credit/debit card used must have an expiry date after the date of stay.
7. Advance Purchase Terms – bookings made through our advance purchase rates are subject to full pre-payment at the time of booking. These bookings are non-refundable and non-transferable. A full cancellation charge will be charged upon cancellation or Non Arrival. At the point of booking if your card fails to charge, you will be contacted and notified that your booking has been moved onto a flexible rate and the cancellation terms have changed to this. In this instance, the cost of your reservation will increase, however, we will notify you of the new cost via an email or phone call at the point we make the amendment.
8. Third Party Reservations – bookings made through third party companies for our hotel, must be cancelled or amended through the same agency or website they have been booked. Ty'n Y Cornel Hotel will only accept cancellations or amendments for bookings made directly with us. Terms will often differ with third party booking companies to ours directly, any questions regarding their terms should be addressed with the agency or website you booked through.
9. Accessible Rooms – Guests are requested to detail any access requirements they may have at the time of booking, so that we can guarantee and accessible room for them. The hotel are unable to guarantee accessible rooms on check in at the hotel unless pre-reserved.

10. Supplementary Charges – All our reservations are based on a maximum of two occupants per room except for our family room; room 3, which is based on a maximum of two adults and one child (max age 16). Teal (Fully accessible room) based on a maximum of three adults. Additional guests can be added to your reservation, subject to availability and room capacity restrictions. The cost per additional guest is £25.00 per person/per night for Bed & Breakfast rates. The supplementary charge must mirror the room package chosen. Extra Beds may be used to all Supplements where needed.
11. Extra Beds & Cots – Extra Beds maybe able to be added to some of our double rooms. These are subject to availability, and must be reserved at reservation stage, this will be a supplementary charge as detailed above. Cots are again available upon request and will be issued free of charge on request.
12. Room Type Descriptions – Superior Double lake view and Patio; Swan, Mallard and Heron – Superior Double valley view and Patio; Kingfisher and Cormorant – Fully accessible triple room; Teal – Superior double lake view and wood burner; 23 - Deluxe Double lake view; 1, 20, 21, 25, 26, 27 – Deluxe double extra sofa bed; 3 – Classic twin valley view; 5 – Classic Twin valley view; 4 Deluxe Twin lake view; 29 – Cosy Double; 22 and 24 – Compact double; 28. Different charges apply for additional rooms.

Group Booking Reservations

13. All bookings of 6 rooms or more are regarded as group bookings. In order to make group reservations it is subject to a group booking agreement being fully completed and issued.
14. All signed agreements must be received at the hotel by 5.00pm on the 'agreement expiry date' stated on the group booking agreement. Should this not be completed by this date, the allocation will be released and subject to re-quotation and availability of accommodation space.
15. At the point of returning the signed agreement, the appropriate guarantee must be provided at this point. This may be in the form of credit card or a deposit of a minimum 25% of the overall total booking value. This excludes companies or agents with active credit accounts with the hotel, on the condition the total booking value of the group is within the credit limit awarded.
16. Dinner, Bed & Breakfast rates are subject to the availability of dining space, a supplementary charge of £5 per person applies for private dining.
17. The client is liable to meet the payment agreement otherwise the group will be released and space will be subject to availability and re-quotation of rate.
18. In the event of non-arrival for the stay, the cost of 100% charge will apply. This will be applied to the account, charged to a credit card or credited or from any deposit held. All additional room nights applicable to any guests that have not arrived will be released for re-sale.
19. In the instance where the guests are settling their accounts direct with the hotel, the client is liable to all non-arrival and late cancellation charges that have not been settled with the hotel.
20. A rooming list for all attendees will be required a minimum of 14 nights prior to the date of arrival of the group.
21. Any reservations for dining facilities must be made a minimum of 7 days prior to the arrival date at the hotel. These can be made as part of the initial booking and private facilities for dining are subject to availability of space.
22. The client accepts without exception the hotels absolute right to refuse accommodation and/or any other services to any person(s) who in the sole discretion of the hotel is or may act in a way to interrupt the smooth running of the hotel.

Check In/Out

24. Check in time at the Ty'n Y Cornel Hotel, is from 3pm. Check in prior to this time can be requested but not guaranteed. Early check in requests will be prioritised by our front desk time, if you are planning on an early arrival, please let us know at the time of reserving, so we can aim to prepare your room for your desired time.
25. At the point of check in, you will be asked to reconfirm some of the key details of your reservation, this will include; your room rate, room type, inclusive package (if applicable), access requirements,

departure date and number of people in the room. All amendments need to be made at this stage to avoid any additional charges.

26. Minimum age to stay at the hotel is 18 years old, without supervision from a guardian. The hotel will require a copy of a form of ID on check in (e.g. copy of birth certificate or provisional licence) if the guest is deemed to be under the age of 18.
27. Ty'n Y Cornel Hotel accepts payment by cash, credit/debit card (Visa, Mastercard, Maestro, Electron), we also accept payment by Ty'n Y Cornel Hotel Vouchers previously purchased via the hotel. Payment terms will differ dependent on the booking type, and bookings that require pre-payment at time of booking must be paid by a debit or credit card unless the customer is present at the hotel for payment at the time in question.
28. Customers paying with cash are required to produce a form of ID on check in at the hotel. Acceptable forms of ID are current driving licence, ID Card, passport, utility bill/bank statement (with address) or police warrant card. Failure to produce ID for cash payments on check will likely result in check in being refused.
29. International customers to the UK - All guests staying from a non UK or Commonwealth residential address staying at the hotel are required to leave details of their passport including nationality, place of issue and passport number. Failure to produce ID on check in for international visitors will result in check in being refused.
30. Under extreme circumstances, the hotel reserves the right to refuse check in to any guest at any point if they believe the guest could potentially cause damage to the hotel or the environment that our guests are enjoying.
31. Guests booking on Travel Industry Discount Rates will be required to produce ID at the time of check in to qualify for the discounted rate.
32. Check out time is by 10.30am, late check out will automatically be charged for a ' Late Check- out " at £25.00.
33. A late checkout until 13.00 hrs can be arranged for an additional cost of £30.00. Any later will be charged at the full stay at that day's best available rate. Late checkout is subjected to availability and must be pre-arranged. Please contact reception for further details.

Cancellations

34. Flexible Reservations – cancellations must be received by 10.00 hours on the day prior to arrival otherwise the first nights' accommodation charge will apply.
35. Advance Purchase Reservations – full cancellation charge applies for the duration of the stay will apply at the point of cancellation.
36. If cancelling a room, a cancellation reference will be issued by our team and forwarded to you for your reference. This must be kept for your records. Should you be unable to produce a cancellation reference for your booking, the applicable charges to your rate will still apply.
37. Third Party Bookings – amendments to bookings are to be made through the third party booking company or agent you booked through. Bookings and cancellation enquiries for bookings made through a third party operator will not be handled by the hotel directly.
38. If you decide to shorten your stay with us, you must let us know prior to arrival at the hotel, and at the latest by check in at the hotel. Should you decide to depart earlier from the hotel beyond the point of check in, an Early Departure Fee of £75.00 may apply to your booking.

Particular Requirements

39. Should you require a family room, or additional sleeping facilities in your room, these must be booked at the point of reserving otherwise cannot be guaranteed. The hotel will endeavour to meet all guest requests at the time of reserving.
40. Smoking: Under The Health Act 2006, it is against the law to smoke in any part of the hotel buildings. A charge of £250 will be applied to your room account should you smoke or permit smoking in your bedroom.

41. Accessible rooms must be requested at reservation stage and cannot be guaranteed at check in unless pre reserved in advance.
42. Although the Ty'n Y Cornel Hotel will make every possible effort to meet your accommodation requirements, all rooms are subject to availability. We apologise in advance if your particular requests cannot be met.
43. Electrical appliances such as toasters, mini cookers and portable grills, may not be used in the rooms as they set off the sensitive alarm system.
44. Pets – The hotel has limitations on pets allowed within the property. Dogs are permitted with a supplementary charge of £10.00, per night. This will be added to your room account. As specific rooms are allocated for pet use, this information needs to be given to the hotel at the point of booking so that we can accommodate all needs. Pet-friendly rooms can only be booked directly with the hotel and not through third-party agents. All other pets other than Dogs are strictly forbidden from the hotel.
45. Car Parking – We have free onsite parking. All cars left on site are at the owners own risk and the management cannot accept any responsibly.
46. The hotel accepts no liability for damage or theft of goods whilst onsite or within the grounds of the hotel at any time.

Breakfast

47. The Ty'n Y Cornel Breakfast is available in the Ty'n y Cornel Restaurant from 8.00am – 9.30am. The Ty'n Y Cornel Breakfast consists of a continental buffet and a choice of a singular meal off our breakfast menu. Items may vary dependent on seasonality and availability of stock.
48. During peak periods the Ty'n Y Cornel Restaurant may get busy, the hotel will make every effort to ensure guests are seated within 15 minutes of arriving.
49. Breakfast is also open to non-residential guests to join in house guests at a supplementary charge that can be paid at the Ty'n Y Cornel reception.
50. Children's pricing for breakfast applies to children aged 12 or less. Over this age the full adult price applies.

Restaurant

51. Our restaurant is open to all guests of the hotel and members of the public offering an A La Carte menu. During peak periods our restaurant often extends into our main conservatory, and lounge areas which sometimes can be used for private use.
52. Deposits are required for bookings of 10 or more people, these are to be taken at the time of booking and are non-refundable should people not arrive. Unfortunately deposits are not transferable and cannot be used as credit on the bill should people fail to arrive. The deposit amount per person is £10.00, unless otherwise stipulated.
53. The restaurant opening hours are between 6.00pm and closing at 10 pm, last entrance to the restaurant will be strictly at 20.30pm, Lounge service may be available beyond that finishing at 11.00pm.
54. The restaurant may be closed during peak periods or periods where the hotel is very quiet. On these dates Dinner will be served in our lounge/conservatory
55. Payment is only authorised to go to a guest room subject to credit facilities at the hotel, you will be required to pay on departure from your meal in the restaurant if you do not have an account organised with reception.
56. Children's pricing for breakfast applies to children aged 12 or less. Over this age the full adult price applies.
57. Although the Ty'n Y Cornel Hotel will make every possible effort to meet your dietary requirements and menu availability, all items are subject to availability. We apologise in advance if your particular requests cannot be met.
58. Private use of the Restaurant or Conservatory (or both areas) will be subject to a Room Hire charge, please speak to our Ty'n Y Cornel Events Team for a quotation for this.

Conduct

59. Under the Hotel Proprietor's Act 1956, Ty'n y Cornel Hotel will not accept any liability for any guest items not secured correctly.
60. The Hotel reserves the right to charge guests the cost of replacing any items that are removed from the premises 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 guests credit / debit card, or send an invoice for the amount to the registered address.
61. The Hotel reserves 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 firefighting 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 firefighting 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.
62. 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 any actions by a guest be deemed inappropriate by the Duty Manager, or if any inappropriate behaviour is brought to the attention of the Duty Manager, the hotel reserves the right, after 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.
63. 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