

The following Terms and Conditions apply to all bookings made with Radnor House on our website, by email and by telephone and through third party channels such as booking.com.

1. Definitions. In these Terms and Conditions the following definitions apply: "Radnor House" or "we" or "us" or "our" refer to Radnor House Hay Ltd (company no 11488643) whose registered office is Radnor House, Church Street, Hay-on-Wye HR3 5DQ. "Booking" means the booking for accommodation, functions and any other services made with us. "Contract" means the booking and these Terms and Conditions. "Guest" means the party who is contracting with Radnor House to stay at Radnor House and use our accommodation and services.

2. Bookings. All Bookings at Radnor House are subject to these Terms and Conditions. A valid credit or debit card is generally required to guarantee the booking. At the time of booking or at check-in we will usually take your credit or debit card details, and if so you authorise the use of this card for any sums that become owing to us. Unless agreed otherwise we will take a deposit at the time of booking, which will usually be the cost of the first night stay, or 50% of the total booking value. No booking shall be treated as confirmed until the details of the booking have been emailed to the guest by Radnor House's electronic booking system.

3. Charges. The prices for each room, by date, are displayed on the website. The prices to be charged are shown in UK Pounds Sterling. Price lists for additional items are normally displayed on our website and can be provided on request.

4. Check-in. We offer self check-in or a socially distanced face-to-face check-in (we email more information about this before the arrival date). 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 and a form of identification such as passport, ID card or Driving Licence. Guests may check-in from 4 pm to 7 pm on the day of arrival. Check-ins after 7 pm must be negotiated with us in advance. Payment of all money owing to us for your accommodation is required before check-in.

5. Check-out. On the day of departure if you need to leave before 8 am you should settle your bill the previous evening before 10 pm. On the day of departure you should vacate your room and the premises no later than 10 am, except by prior agreement.

6. Payment. We accept the following methods of payment: bacs, voucher, and the following cards: Visa, Mastercard, American Express. During your stay, we will calculate any additional costs to be charged to your room. All outstanding charges must be paid for in full at check-out.

7. Guest Cancellation. Subject to Paragraphs 9, 10 and 11 below, a full refund of the deposit paid will be made, upon request, if a room is cancelled by 4 pm 14 days before the day of check-in. If a booking is cancelled later than 4 pm 2 days before arrival, a charge equal to the full booking amount will be made. In the event of a no show or a booking reduction (later than 4 pm 2 days before arrival), the full cost of the booking will be charged. Deposits and other charges will be refunded (minus a £5 administration fee) if the room is subsequently sold to another guest.

8. Radnor House Cancellation. Radnor House will only cancel your booking in exceptional circumstances. In such circumstances you will be given a full refund of any payments already made by you, but we shall have no further liability to you arising out of such cancellation. Upon request, we will use reasonable endeavours to re-book you into an alternative location which is close to Radnor House and of a similar standard.

9. COVID-19 related policies. All guests booked to stay at Radnor House are required not to visit Radnor House if, in the 14 days before check-in, they have COVID-19 symptoms, have tested positive for COVID-19, or been in close contact with anyone who has COVID-19 symptoms or a positive COVID-9 test. If a guest cancels for any of these reasons at any time prior to check-in, our normal cancellation policies still apply (see paragraph 7 above).

10. Government COVID-19 lockdowns. **Any bookings that are prohibited by ongoing Government lockdowns can be refunded without charge, or changed for later dates or a voucher at any time prior to the day of arrival.**

11. Hay Festival Bookings. Radnor House has different cancellation policies covering stays during the Hay Literary Festival and Winter Festival – subject only to paragraphs 9 and 10 above. For stays during the Hay Literary Festival (including all nights from the official opening of the Festival, until the night following its official ending), we ask for a 50% deposit at the time of booking. This is refundable until 15th of January in the relevant year. The remaining 50% balance is payable on 1st March, and is non-refundable.

12. Damage and Loss. You are responsible and liable for any breakages or damages which you cause to Radnor House or its contents during your stay. We reserve the right, and you hereby authorise us, to charge you for any damage incurred including, without limitation, specialist cleaning or for any items that are missing when you leave. We do not usually charge for minor breakages if you report these to us immediately, but we may charge you for repair or replacement if the damage or breakage is significant. If you lose or do not return the keys provided for access to your room during your stay you will be charged for the costs we incur in replacing the keys and locks.

13. Accessibility. If you have any specific accessibility needs you should discuss these with us in advance.

14. Parking. There is no on street parking available. Parking is available nearby at a charge of £4 per day.

15. Guest Behaviour. No stag or hen parties are permitted at Radnor House. Guests are asked to conduct themselves appropriately and to have respect for the property of Radnor House, its employees and guests and the health and safety of all. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of Radnor House, or to cause offence to other guests or our members of staff. In particular we ask that guests do not create unreasonable noise either in the room or the public areas. This includes the use of mobile phones. We reserve the right to refuse accommodation or services or remove you and members of your party from Radnor House if, in our reasonable opinion, this provision has been breached. In this instance we shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.

16. No Smoking. Guests are not permitted to smoke in the guest rooms or public areas. If a guest room requires specialist cleaning because of tobacco or other odours this will be charged to you.

17. Children. Children aged 14 or over are permitted to stay at Radnor House. Younger children may only stay with prior agreement with Radnor House. All persons under 16 years of age staying at Radnor House must be accompanied by an adult and must be supervised by an adult at all times.

18. Pets. No dogs or other pets are allowed at Radnor House, except by prior agreement.

19. Wi-Fi. Usage of Radnor House guest Wi-Fi is at your own risk. There are no virus protection measures or security features in place. You agree to use our Wi-Fi for legitimate purposes only.

20. Personal Information. All personal information stored and used by us is done so using a cloud based booking system.

21. Force Majeure. Radnor House 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 our 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.

22. Limitation of Liability. Radnor House will not be responsible for the loss or damage of any property left in the house other than as required under any prevailing law or regulation. Any personal guest items should be put away in your room. Radnor House does 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 us or our employees whilst acting in the course of their employment.