

# PLAS NANTEOS MANSION

## PRIVACY POLICY & TERMS & CONDITIONS

This privacy policy sets out how Plas Nanteos Mansion uses and protects any information that you give Plas Nanteos Mansion when you use this website.

Plas Nanteos Mansion is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Plas Nanteos Mansion may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

### WHAT WE COLLECT

We may collect the following information:

- name
- contact information including email address
- demographic information such as postcode
- other information relevant to customer surveys and/or offers

### WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional email about, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email.

### SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### LINKS TO OTHER WEBSITES

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information, which you provide whilst visiting such sites and this privacy statement does not govern such sites. You should exercise caution and look at the privacy statement applicable to the website in question.

### CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [email address]

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties, which we think you may find interesting if you tell us that you wish this to happen.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

## TERMS & CONDITIONS

### FLEXIBLE RATE TERMS AND CONDITIONS

We require a deposit equal to one night's stay in order to secure a reservation. If payment is not received, the Hotel can cancel the booking.

Should you need to cancel your reservation, please let us know at least 14 days prior to the date of arrival, so as to avoid our cancellation charges. If cancelling less than 14 days prior to arrival, your deposit will be lost.

### OTHER PROMOTIONAL RESERVATIONS ARE NON CANCELLABLE OR AMENDABLE

#### Bookings of 6 Rooms or More

When booking more than 6 rooms, different policies and additional supplements will apply. Please contact the Hotel directly for this.. Any bookings made for more than 6 rooms via our website will be held provisionally until the group terms are agreed and our contract signed. We reserve the right to cancel group bookings of 6 rooms or more made on the transient rates available through our website.

### PRE-PAID RATE TERMS AND CONDITIONS

Christmas 2 day package deposit/cancellation terms: 50% non refundable deposit required at time of booking. Full pre-payment required 30 days prior to arrival. This rate is non-refundable and non-transferable.

### GIFT VOUCHERS TERMS AND CONDITIONS

- Nanteos gift cards must be redeemed only at Nanteos Mansion may only be used towards the purchase of eligible products listed and sold by Nanteos Mansion
  - Nanteos gift cards cannot be redeemed to pay for other gift cards.
  - Please note Nanteos gift cards cannot be used to purchase any pre-paid, non-refundable rates online.
- Nanteos gift cards have no cash redemption value and are not transferable or assignable. Nanteos may provide gift card purchasers with information about the redemption status of the gift cards they purchase.
- If the purchase made at Nanteos exceeds the amount on the gift card, the balance must be paid in cash or by credit or debit card.
  - One or more gift cards can be redeemed against a purchase in Nanteos
  - Nanteos is not responsible if a gift card is lost, stolen, destroyed or used without permission.
  - Defaced, illegible, or photocopied gift cards will not be accepted.
  - If the gift card is defective you must contact the Hotel as soon as possible for a free replacement. Our liability in such cases is limited to replace the defective gift card.

#### Validity / cancellation / refunds

- Gift cards and unused portions of gift cards expire after one year from the date of issue, where permissible under law. Validity periods on promotional gift cards may vary. Please check offer's specific terms and conditions for details.
- You may cancel the gift card during the cancellation period. This is the period in which you may cancel the gift card commencing on the date of purchase and ending the earlier of:
  - Fourteen calendar days from (and including) the day after the purchase date.
  - Refunds will be processed within 14 working days once received.
- If you wish to cancel a gift card please write to the Hotel, enclosing proof of purchase. Once the cancellation period has expired you will not be able to return the gift card or claim a refund to the value of the gift card:

## PET POLICY

We love all our guests including our canine ones and we welcome well behaved dogs into Nanteos Mansion. Please notify us during the booking process or in advance directly with the hotel.

Well behaved dogs over 1 year old may share their owners room for a charge of £10 per night inc of VAT.

Dogs are welcome in designated guest rooms with their owners, but not in food service areas. This will include most of the hotel public areas including lounges and Restaurants. Guide dogs and assistance dogs are an exception to the above policy and are allowed access to food service areas.

Guests are asked not to leave dogs unattended in rooms at any time without first advising reception, leaving a contact number where they can be easily reached and a DND on the door. Owners must take full responsibility for their pet's behaviour throughout the stay and will be charged for any damage caused by their pet during their stay.

While we accept dogs in the hotel, it is also vital that we take steps to protect any allergy sufferers who may also be staying with us. It is therefore important that any guest notifies us at the time of booking if they suffer from a pet allergy, so that we can allocate a room away from where a dog will be staying.

## CONTACT US

*Plas Nanteos Mansion, Rhydyfelin, Aberyswyth, Ceredigion, Wales, SY23 4LU*  
*Tel: 01970 600522 or e mail [reception@nanteos.com](mailto:reception@nanteos.com)*  
*[www.nanteos.com](http://www.nanteos.com)*