

St David Aparthotels – Terms & Cancellation Policy

1. Introduction

1.1 These terms and conditions (“Terms”) apply to all reservations made at **St David Aparthotels** in the United Kingdom through our official website, mobile applications, or other authorised booking channels.

1.2 By making a reservation, you (“the Guest”) acknowledge and agree to be bound by these Terms.

1.3 We reserve the right to update or amend these Terms from time to time. The version in effect at the time of booking shall apply to your reservation.

2. Definitions

For the purpose of this policy:

- **“Check-in time”** means from 3:00 PM local time on the scheduled date of arrival, unless otherwise stated in your booking confirmation.
- **“Check-out time”** means 10:00 AM local time on the scheduled date of departure.
- **“Full reservation charge”** means the total amount payable for all nights, rooms, taxes, and fees included in the booking.
- **“No-show”** means failure to arrive at the property by midnight on the scheduled check-in date without prior cancellation.
- **“Advance Purchase/Non-Refundable Rate”** means a special rate plan where full prepayment is required at the time of booking and no refund or modification is permitted.
- **“Group booking”** means a reservation of four (4) or more rooms made under one name or linked under a single arrangement.

3. Booking Policy

3.1 Guests must be at least 18 years of age to make a reservation. Any guest under the age of 18 must be accompanied by a parent or legal guardian for the full duration of their stay.

3.2 A valid credit or debit card (Visa or MasterCard) is required to guarantee your booking. By providing card details, you authorise St David Aparthotels to charge applicable cancellation fees as outlined in this policy.

3.3 It is the Guest's responsibility to ensure all reservation details are accurate at the time of booking. St David Aparthotels will not be held responsible for delays, errors, or issues arising from incorrect information supplied by the Guest.

3.4 A booking confirmation will be issued via email once your reservation is secured. This confirmation constitutes a legally binding contract between you and St David Aparthotels Ltd.

4. Cancellation Policy

4.1 Standard Cancellations

- Reservations made on a flexible rate may be cancelled without charge up to **24 hours prior to the scheduled check-in time**.
- Cancellations made less than 24 hours before check-in will incur a charge equal to the **full reservation amount**.
- No-shows will be treated as late cancellations and charged the **full reservation amount**.

4.2 Advance Purchase / Non-Refundable Rates

- Reservations booked under advance purchase or non-refundable rates are fully prepaid at the time of booking.
- No cancellations, refunds, or modifications are permitted under these rate plans.
- The total reservation cost will be charged regardless of whether the Guest stays at the property.

4.3 Group Bookings

- Group bookings (4 or more rooms) may be subject to separate deposit and cancellation terms, which will be clearly communicated at the time of booking.
- St David Aparthotels reserves the right to apply stricter cancellation policies to group reservations in order to protect availability.

4.4 Special Circumstances

- In the event of unforeseen circumstances such as serious medical emergencies, bereavement, or significant travel disruptions, Guests should notify St David Aparthotels as soon as possible.
- Any departure from the cancellation terms outlined herein shall be considered **solely at the discretion of St David Aparthotels management**.

- Supporting documentation (e.g. medical certificate, airline notice) may be requested.

4.5 Modifications

- Reservation modifications (including changes to dates, room types, or length of stay) are subject to availability and may result in a change of rate.
- Modifications are considered confirmed only once a revised booking confirmation has been issued by St David Aparthotels.

4.6 Refunds

- Where a refund is applicable, it will be processed using the same method of payment as the original transaction.
- Refund processing times may vary depending on your payment provider but are typically completed within **7–10 business days**.
- All refunds are issued in GBP (British Pounds). St David Aparthotels is not responsible for fluctuations in currency exchange rates or additional fees charged by your payment provider.

5. Our Right to Cancel

5.1 Cancellation by Guest Breach

St David Aparthotels reserves the right to cancel a reservation immediately, without liability, if:

- The Guest fails to provide valid payment details.
- The Guest breaches these Terms in any way.
- The Guest has previously breached contractual obligations with St David Aparthotels.

In such cases, any amounts paid or due will be treated as a **cancellation charge**.

5.2 Events Outside Our Control

We may cancel your reservation without liability if events beyond our reasonable control prevent us from fulfilling the booking, including but not limited to:

- Natural disasters
- Government-imposed restrictions or travel bans
- Major utility outages or safety-related issues

In such cases:

- If payment has already been made, you will receive a full refund.
- If payment has not yet been made, no payment will be required.

St David Aparthotels shall not be liable for any indirect losses, additional expenses, or consequential damages arising from such cancellations.

6. Liability

6.1 Except as required by law, St David Aparthotels' liability in relation to any reservation is strictly limited to the amount paid for that reservation.

6.2 We shall not be liable for any indirect or consequential loss, including but not limited to loss of profit, loss of business, or loss of opportunity, howsoever arising.

6.3 Nothing in these Terms shall limit or exclude our liability for death or personal injury caused by our negligence, fraud, or fraudulent misrepresentation.

7. Final Note

By confirming a reservation with St David Aparthotels, you agree to abide by this cancellation policy in full.

We recommend that all Guests review these Terms carefully prior to booking.

This policy may be updated periodically; however, the version in force **at the time of booking** will apply to your reservation.