

St David Aparthotels – Terms & Conditions

1. Introduction

1.1 These Terms and Conditions (“Terms”) apply to all reservations made at **St David Aparthotels** in the United Kingdom.

1.2 By making a booking, you (“the Guest”) agree to be bound by these Terms, which form a legally binding contract between you and St David Aparthotels Ltd.

1.3 We reserve the right to 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 these Terms:

- **“Check-in time”** means 3:00 PM local time on the scheduled date of arrival, unless otherwise confirmed in writing.
- **“Check-out time”** means 10:00 AM local time on the scheduled date of departure, unless otherwise agreed.
- **“Full reservation charge”** means the total amount payable for all nights, rooms, taxes, and applicable fees included in the booking.
- **“No-show”** means failure to arrive at the property by midnight on the scheduled date of arrival without prior cancellation.
- **“Advance Purchase/Non-Refundable Rate”** means a special rate plan where full prepayment is required 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. Reservation Policy

3.1 All reservations are confirmed at the time of booking, and a confirmation email will be sent to the address provided.

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

3.3 It is the Guest’s responsibility to ensure all booking details are accurate. St David Aparthotels will not be held responsible for delays or costs resulting from inaccurate information.

4. Cancellation and No-Show Policy

4.1 Cancellations made **more than 24 hours before check-in** are free of charge.

4.2 Cancellations made **within 24 hours of check-in** will be charged the **full reservation amount**.

4.3 No-shows will be charged the **full reservation amount**.

4.4 Advance Purchase/Non-Refundable Rate bookings are fully prepaid and may not be cancelled, amended, or refunded.

4.5 Group bookings are subject to specific cancellation terms communicated at the time of booking.

5. Check-In and Check-Out

5.1 Check-in is available from 3:00 PM on the scheduled arrival date. Early check-in may be available upon request but cannot be guaranteed.

5.2 Check-out must be completed by 10:00 AM on the scheduled departure date. Late check-out may be available upon request and may incur an additional charge.

5.3 Failure to vacate the apartment by check-out time without prior agreement may result in an additional night's charge.

6. Payment Terms

6.1 St David Aparthotels operates a **card-only payment policy**. Cash payments are not accepted.

6.2 Full payment for accommodation is required in advance of arrival. Additional services incurred during the stay will be charged to the Guest's pre-authorized payment card.

6.3 By providing card details, the Guest authorises St David Aparthotels to charge for:

- Accommodation fees

- Cancellation or no-show charges
- Damages or missing items
- Additional cleaning fees where applicable

7. Occupancy Limits

7.1 The maximum occupancy for each apartment is stated in the booking confirmation. Guests must not exceed this limit.

7.2 Unauthorised overnight guests will result in a **£50 per person per night charge** and may lead to termination of the booking without refund.

7.3 Children are welcome. Cots are available free of charge and should be requested at the time of booking.

8. Guest Responsibilities & Conduct

8.1 Guests are expected to behave responsibly and respectfully towards staff, fellow guests, and neighbours.

8.2 Quiet hours are observed between **10:00 PM and 7:00 AM**. Disturbances may result in eviction without refund.

8.3 Guests are liable for any damage caused to property, furnishings, or equipment.

8.4 Missing or damaged items will be charged to the Guest's account.

8.5 Smoking, including the use of vapes and e-cigarettes, is strictly prohibited throughout the aparthotel. A charge will be applied for violations.

8.6 Alcohol may be consumed in moderation. Excessive consumption leading to disturbance or damage is not permitted.

8.7 No pets are permitted, except registered service animals notified in advance.

8.8 Guests must not use Wi-Fi for illegal or abusive activity.

(See full **Guest Conduct Policy** for further details.)

9. Security

9.1 Guests are advised to use in-room safes for valuables in properties which we provide them in. St David Aparthotels is not liable for loss, theft, or damage to personal belongings not secured appropriately.

9.2 CCTV is in operation in public areas for safety and security purposes.

9.3 Guests must not leave personal belongings in corridors, stairwells, or other public areas.

10. Amenities and Services

10.1 On-site amenities (including vending machines, laundry facilities, and kitchenettes) are provided for guest convenience.

10.2 Guests are expected to maintain facilities in a clean and proper manner. Excessive mess may incur cleaning charges.

11. Lost Property

11.1 Personal items left behind will be stored for **28 days**.

11.2 Guests must contact **admin@stdavidaparthotels.com** to arrange return, with shipping costs payable by the Guest.

12. Force Majeure

12.1 St David Aparthotels shall not be liable or responsible for failure to perform its obligations due to events outside its control, including but not limited to natural disasters, government restrictions, and major utility outages.

12.2 In such cases, confirmed bookings may be cancelled and full refunds issued where payment has been made.

13. Complaints and Dispute Resolution

13.1 St David Aparthotels aims to ensure all Guests have a satisfactory stay.

13.2 Any complaints should be raised promptly by contacting staff or emailing **admin@stdavidaparthotels.com**.

13.3 Complaints will be addressed in line with our internal dispute resolution procedures.

14. Special Requests

14.1 St David Aparthotels will make reasonable efforts to accommodate special requests but cannot guarantee availability.

14.2 Guests with accessibility requirements should notify the property at the earliest opportunity.

15. Privacy & Data Protection (GDPR)

15.1 St David Aparthotels is committed to protecting personal data in accordance with the General Data Protection Regulation (GDPR).

15.2 Details on data collection, use, storage, and guest rights are set out in our full **Privacy Policy**, available on request or via our website.

16. Liability

16.1 St David Aparthotels' liability is limited to the value of the reservation.

16.2 We are not liable for indirect or consequential losses, including loss of profit, business, or opportunity.

16.3 Nothing in these Terms excludes liability for death or personal injury caused by negligence, or for fraud.

17. Changes to Terms

St David Aparthotels reserves the right to update or vary these Terms at any time. The version in force at the time of booking will apply.