

Terms & Conditions

The Diplomat Hotel Restaurant & Spa Online Booking Terms & Conditions

Please read these Terms & Conditions carefully.

By using this website and The Diplomat Hotel Restaurant & Spa online booking service you are agreeing to be bound by the Terms and Conditions detailed below which form the basis of your contract with The Diplomat Hotel Restaurant & Spa. In the Terms & Conditions below, "you" and "your" refers to all persons named on the booking, which includes any individual(s) subsequently added or substituted at a later date. "We", "us" and "our" all refer to The Diplomat Hotel Restaurant & Spa.

Please print and retain a copy of this Agreement for your records as it may occasionally be updated.

1. Making a booking

By making a booking you are confirming that you are authorised to do so on behalf of all persons named and you are acknowledging that all members of your party agree to be bound by these Booking Terms & Conditions.

When your booking has been made a confirmation will be sent to you by email using the email address supplied. You should retain a copy of this confirmation for your reference. Booking confirmations are subject to the availability of accommodation at the hotel.

You should carefully check the details of your confirmation as soon as you receive it. You must contact the Hotel immediately if any of the details are incorrect or incomplete.

We will always endeavour to rectify any inaccuracies or accommodate any alterations you wish to make to the booking. We cannot accept liability for any inaccuracies that are not brought to our attention within seven days of issuing your confirmation, nor can we accept responsibility for inaccurate information that you have supplied.

2. Paying for your booking

All bookings made via The Diplomat Hotel Restaurant & Spa website, must be guaranteed with a debit card. The balance of the accommodation is made on arrival at the hotel, any extra costs incurred during your stay, must be made to the hotel when you checkout. Cash, cheques, or debit cards are welcome in settlement of your hotel account. Cheques must be supported by, and within the limits of, a current Service card issued by any major UK bank.

As a measure of fraud prevention, you will be required to enter the three-digit Card Verification Value (CVV) printed on the back of your credit or debit card when making a booking online.

Unless stated as part of your booking, additional items such as (but not limited to) the cost of external telephone calls, meals, drinks, spa treatments and travel expenses, are not included in the price of your stay. If you incur any such additional costs, you must settle the sum involved prior to your departure from the hotel.

All prices include VAT tax at the prevailing rate at the time a payment is made.

3. VAT Invoice

A VAT invoice will be provided at the hotel on departure.

4. Price Changes

The Diplomat Hotel Restaurant & Spa reserves the right to increase or decrease the price of unsold breaks at any time. The price of your chosen break will be confirmed when your booking is made and, except for any errors, we will not increase this price once it has been confirmed. We reserve the right to correct any errors in advertised and confirmed prices and will do so as soon as we become aware of an error. We will notify you of any price discrepancies relating to your booking should they arise, but we strongly advise you to check that the final price of your booking is correct before making your final confirmation.

5. Amendments to your booking

You should notify us of any amendments to your confirmed booking by telephone or in writing (by post or e-mail to reservations@diplomat-hotel-wales.com) as soon as possible. Amendments are subject to availability and those made outside the cancellation period (see below) may be subject to cancellation charges.

6. Cancellations within the Cancellation Period

Our cancellation policy for up to 6 Rooms is 48 Hours prior to arrival. Should you wish to cancel a booking, you must telephone the hotel directly, and you will be provided with a cancellation reference number. If you are bound by our group terms & conditions, then the appropriate cancellation charges will apply according to when the cancellation takes place. Please refer to the group terms & conditions. **For cancellation or Amendment terms on events, show & stay packages, Special Offers, Online Offers, Christmas and New Year's bookings, please contact the reservations team.**

7. Cancellations outside the Cancellation Period

On all confirmed bookings cancelled outside the specified cancellation period, there is a Cancellation Charge equivalent to the total cost of the first night's booking value. This includes non-arrivals or instances where you cannot provide proof of cancellation (cancellation confirmation or reference number) if requested to do so. Your debit card will be charged a Cancellation Charge, equivalent to the total cost of your booking.

8. Cancellations of Advanced Purchase and Online Booking Agent Reservations

All advanced purchase bookings made directly with the hotel or via our online booking system are non-refundable and non-transferable. All booking made via an agent or online booking site will be subject to their term and conditions.

9. Cancellations and changes made by The Diplomat Hotel Restaurant & Spa

In the unlikely event that the hotel is unable to accommodate a confirmed reservation it may be necessary to offer an alternative of an equal or a superior standard. If at any time we need to make changes that will significantly affect your stay or we need to cancel your stay, we will tell you as soon as possible, offering a suitable alternative. This does not apply to minor changes or events during your stay, resulting from unusual or unforeseeable circumstances beyond our control.

We cannot be held responsible for cancelling your booking because of your failure to comply with any requirement of our Booking Terms & Conditions, and we cannot be held liable for any expenses, costs or losses incurred because of any change or cancellation.

If a guest or a member of your party behaves in a way that causes or is likely to cause danger, upset or distress to a third party or to hotel or guest property, we are entitled, without prior notice, to curtail the stay and request that the person(s) concerned leave the hotel. No refunds

or return travel arrangements will be made and we will not pay any expenses or costs incurred because of such curtailment.

10. Additional Requests

All additional or special requests are subject to availability, and we cannot guarantee the provision for special requests. Any additional requests made should be prior to your arrival at the hotel, giving reasonable advance notice.

11. Third Party Suppliers

Elements of your break may include services supplied by third parties, (for example golf, bike hire, etc). Such third-party suppliers will usually have their own set of Terms and Conditions relating to the services they provide. You should consult the Terms and Conditions of any third party either before or soon after making a booking if your break includes such items.

12. Medical Conditions

If you or any member of your party has a medical problem or disability which may affect your stay, please call Reservations to advise us so that we can make provision for the needs of the person(s) concerned or advise you if we are unable to make such provision. If details are not provided to us at the time of booking, the hotel reserves the right to cancel the booking should it be unable to make appropriate provision for a specific need or needs.

13. Circumstances beyond our control

We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, terrorist activity (or threat of such activity), industrial dispute, disaster, or injuries and death of an individual(s) through accidental circumstances unconnected with the hotel.

By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to the hotel owner or manager on demand. If you fail to do so, you will be responsible for meeting any claims subsequently made (together with our own and the other party's full legal costs) because of your actions.

14. Complaints

If you are dissatisfied with any aspect of your stay, you should bring the problem or issue to the attention of the manager at the hotel as soon as possible so that all reasonable efforts can be made to rectify the situation. If for any reason the issue cannot be resolved to your satisfaction you should put it in writing and send it to the General Manager at the hotel. Any complaints arising out of your stay at the hotel that are not brought to the attention of the hotel during your stay are unlikely to receive the same level of attention if made retrospectively.

Should you be dissatisfied with any aspect of the service provided by The Diplomat Hotel Restaurant & Spa, you can bring it to our attention by writing to: The General Manager, The Diplomat Hotel Restaurant & Spa, Llanelli, Carmarthenshire, SA15 3PJ.

Complaints brought to our attention will normally receive a response within 7 working days.

15. General Information

Prices & Availability: For real-time prices and room availability for The Diplomat Hotel Restaurant & Spa, please go to www.diplomat-hotel-wales.com or call Reservations on 01554

756156. The Diplomat Hotel Restaurant & Spa can be booked instantly online. All prices include tax at the prevailing rate at the time a payment is made.

Price tips: Our room pricing will fluctuate in line with market demand. Prices at weekends may offer better value, and you can get exceptional value in January and on special offer packages, along with bed & breakfast breaks on most Sundays throughout the year.

Accommodation: As a minimum, all bedrooms feature a private en-suite bathroom, colour television, tea/coffee making facilities and direct dial telephone. Virtually all bedrooms feature facilities in addition to those stated above.

Breakfast & Dinner: Bed & Breakfast prices include a full, traditional breakfast, unless otherwise stated. Dinner, Bed & Breakfast prices include breakfast as outlined above and either a 2 or 3 course meal plus coffee taken from the set dinner menu or an allowance towards the cost of a meal taken from the a la carte (individually priced dishes) menu, unless otherwise stated.

Checking-in: Your room(s) will normally be available after 2pm. If you plan to arrive later than 8pm, please inform the hotel directly by calling the number given on your booking confirmation.

Parking: We have free car parking at the hotel, and there is no requirement for you to pre-book a car parking space.

Pets: Except for guide dogs, no pets are permitted in the hotel. Guests are liable for any damage caused by their pet.

Accuracy of information on this website: Whereas we endeavour to ensure the information contained within this website is as accurate as possible, there will inevitably be instances where information may be incorrect or out of date. It is always advisable to check specific details that may be relevant to your booking prior to making that booking. For example, information relating to regional or local attractions is intended for your general information and any changes to such attractions or facilities are beyond our control. We reserve the right to amend or remove information at any time and do not accept responsibility for keeping copies of any amended or deleted information.

16. Insurance

It is your responsibility to ensure that any insurance cover you have provides adequate cover for your needs and for the duration of your stay.

17. Our liability to you

We accept liability for, and totally restricted to, services booked via the The Diplomat Hotel Restaurant & Spa website in accordance with the Booking Terms & Conditions current at the time of booking. We cannot accept any other form of liability.

18. Website Privacy

Electronic mailing list: The Diplomat Hotel Restaurant & Spa operates an opt-in email policy. To receive details about special offers and promotions from us by e-mail you must opt-in to our mailing list. Later, if you wish to opt-out of our mailing list, you can unsubscribe by sending an e-mail to: info@diplomat-hotel-wales.com

We do not send unsolicited email communications and we do not sell, exchange, or trade email addresses to third parties.

Reservations: To guarantee your reservation, you will need to provide us with specific personal details relating to that reservation. Your details will be used only for the purpose of handling that reservation and will be provided to the hotel in which you are staying for that specific purpose.

When making a reservation you will be transferred to a secure (SSL) server to provide credit or debit card information. When you are transferred to this secure server you will see a padlock icon in the bottom corner of your window and the URL of the page you are viewing will begin with "https". Any information you provide while you are within this secure environment is encrypted and cannot be read by a third party.

When you make a reservation, we will use your email address for the purpose of fulfilling that reservation. This will include sending you an email to confirm your reservation and may include additional communication should we need to contact you regarding specific requirements or a cancellation. If you choose to opt-in to our mailing list during the booking process, then we will store the contact details that you have provided so that we may fulfil your request for future communication.

19. Third party websites and viruses

The Diplomat Hotel Restaurant & Spa cannot be held responsible for the accuracy, content, or availability of information about our hotels or our organisation that may be found on third party websites. Neither are we responsible for the content or privacy policies of any third-party websites that have links to or from the The Diplomat Hotel Restaurant & Spa website.

Attempts to interfere with the operation of our website, by whatever means, or any attempt to place an unreasonable or disproportionate load on our website or server is prohibited.

In the event of our website failing to operate, either in whole or in part, due to infections by computer viruses, bugs, tampering, unauthorized intervention, fraud, technical failures or any other causes beyond reasonable control, we reserve the right in our sole and absolute discretion to prohibit usage of our site and to cancel, terminate, modify or suspend the site.

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