



# Lion Royal Hotel

West Street  
Rhayader  
LD6 5AB

## Information, Terms & Conditions: Summary.

- [1.01](#) Directions & vehicular access
- [1.02](#) Residents Bar
- [1.03](#) Complimentary tea & coffee
- [1.04](#) Breakfast
- [1.05](#) Evening Meals
- [2.01](#) Access (not 24 hour)
- [2.02](#) Checking in (standard: 2pm 'til 11pm)
- [2.03](#) Checking out (standard: before 11am)
- [2.04](#) Car park (locked at night)
- [2.05](#) Deposit (25%)
- [2.06](#) Payment of balance (on arrival)
- [2.07](#) Cancellation/alteration policy (fair but firm)
- [2.08](#) Special events
- [2.09](#) Unpaid bills
- [2.10](#) Bar policy
- [2.11](#) Wi-Fi policy
- [2.12](#) Changes to our charges & facilities
- [2.13](#) Damage
- [2.14](#) Agreement with, and changes to terms & conditions

## 1. Information.

### **1.01 Directions & vehicular access**

A Google map showing the location of The Lion Royal can be found [HERE](#).

Please be advised that the archway to the courtyard is NARROW. Long wheelbase Transit/Luton type vans WILL fit quite easily but there's a knack to it – you can't just swing straight in. The best way to navigate this is as follows:

There is a slightly wider arch on the opposite side of the road. As if doing a three-point-turn, reverse into the opposite arch and you will be able to drive straight forward through into our (PIR floodlit) courtyard.

Please let us know when all vehicles are in for the night & we will lock the gates for you to keep your vehicles secure.

### **1.02 Residents Bar**

During the colder months we will ensure that the inglenook fireplace has a roaring log fire to relax by whilst enjoying your evening drinks.

Please let us know your drinks of preference (ale/lager/cider/scotch etc...) and will endeavour to stock the bar specifically to your requirements. Whenever possible we source the best deals from our suppliers & pass those savings on to our guests.

### **1.03 Complimentary tea & coffee**

Guests are welcome to unlimited free tea & coffee. There are facilities in every room to make your own 24/7.

### **1.04 Breakfast**

Full (and we do mean **FULL**) cooked breakfast (egg, bacon, sausage, beans/tomatoes, mushrooms, fried bread, toast) is included. If your culinary requirements are different please let us know in advance. The kitchen normally serves between 8am & 10am.

We are happy to provide breakfast service earlier or later. Event guests, for example, may require service at **4AM!!** If this is the case, we do require notice of your requirements when booking.

### **1.05 Evening Meals**

Excluding offers where we provide group meals & suppers (eg: our "winter warmer" weekend) the hotel does not normally provide evening meals. There are plenty of options for eating out. There are English, Chinese, Indian & Turkish take-away restaurants – you are welcome to bring them back & eat in the hotel. For pub meals we can recommend [The Triangle Inn](#) , [Lamb & Flag](#), [Crown Inn](#) and [Elan](#) – all within walking distance. If you are arriving late please let us know in advance & we will do our best to provide you with some supper at reasonable cost.

## **2. Terms & Conditions.**

*Please read the information below very carefully.*

**The Lion Royal always has, and always will, operate on the basis of honesty, trust & good will.**

Our terms & conditions are detailed below. In 50+ years we have never before needed to have such policies & (after two unfortunate experiences in November 2013) are sorry that they have become necessary. If you have any questions about our policies you are very welcome to email us & we will be happy to help.

### **2.01 Access & nuisance policy**

The hotel is not 24 hour access and we do not have a night porter.

We are proud to be an old fashioned hostelry and the proprietor keeps the front door open until the last guest returns for the night.

We ask that our guests respect the hotel, its staff, other guests and nearby residents by returning quietly at a reasonably respectable hour. Guests causing an extremely unacceptable nuisance to others will be requested to vacate the premises. In such (to date, unheard of) circumstances, vacating guests are not entitled to any refund.

### **2.02 Checking in**

**2.02a** Check in time is 2pm to 11pm. Guests are welcome to check in early but during busy periods this may not be possible. In such circumstances we will gladly store your luggage and you are welcome to complimentary tea/coffee in the residents lounge.

**2.02b** Guests requiring late evening check in are asked to please let us know in advance so that we may meet your needs. As the hotel is not 24 hour access & our parking facilities are locked at night this is to ensure your entry and the security of vehicles belonging to other guests.

### **2.03 Checking out**

Rooms must be vacated by 11am on the day of departure. Guests requiring room facilities after 11am on the day of departure may extend their check out time:

- Lazy check out: 11am to 4pm at a charge of £20 per person.
- Late check out: After 4pm at a charge per person equal to that of an additional night's accommodation.

If you require lazy/late check out at short notice we will (as always) try to meet your needs. During busy periods this may not be possible. We urge guests to please advise when booking if you require lazy/late check out.

### **2.04 Car park**

Our PIR floodlit courtyard car park is locked at night. Please let us know if you need access to the car park at night. Despite our security, vehicles are parked at the owners risk & we accept no responsibility for loss of, or damage to vehicles or their contents.

### **2.05 Deposit (excluding Special Events)**

Once you have confirmed your booking, a 25% deposit is required within five working days. Sorry – we do not accept credit/debit cards. We will, in every case confirm receipt of payment by email.

- Cheques should be made payable to "Lion Royal Hotel" & can be posted to:  
Lion Royal Hotel  
West Street, Rhayader, LD6 5AB
- Internet bank transfers:  
Account details provided on request.

### **2.06 Payment of balance (excluding Special Events)**

Payment of balance is due on your day of arrival BUT we prefer to make our guests feel WELCOME when they walk through the door. As such we will never ask you to pay immediately on arrival. You can settle up the bill at any time on the day you arrive.

### **2.07 Cancellation/alteration policy (excluding Special Events)**

**2.07a** For both full & part cancellations in the following circumstances, 100% of the balance is payable:

- Non attendance without cancellation (a "no-show").
- Less than 1 week notice.
- Cancellation, at any time, of reservations made within 2 weeks of arrival.

**2.07b** In addition, when a reservation is made greater than 2 weeks prior to arrival:

- Cancellations with 1 to 2 weeks notice, 25% of the balance is payable.
- Where more than 2 weeks notice is provided a full refund will be given.

**2.07c** For group booking part-cancellations:

- Where a group booking has been made & part of the group cancels, all of the above will be applied pro-rata.
- This includes fixed group charges (eg: guides) that have been split to reflect a per-person rate.

Whilst we work out charges per person, the individual who made the reservation (“party organiser”) is solely accountable for all charges & should ensure that every party member (attending or otherwise) has provided the appropriate funds.

## **2.08 Special events**

Please note that due to the high demand for accommodation during special events (such as, but not limited to, The Royal Welsh Show) we reserve the right to:

- Increase the standard level of deposit required at the time of booking.
- Alter our standard cancellation terms.
- Charge for the under-occupancy of rooms.

Guests will be advised when booking if they are affected by any of these changes to our standard terms.

## **2.09 Unpaid bills**

All unpaid bills will be pursued, including those incurred under the damage policy detailed in paragraph 2.13 below. We will offer guests every opportunity to settle outstanding balances in an amicable fashion. However, in cases where this proves impossible we will, as a last resort, initiate proceedings to recover monies owed.

## **2.10 Bar policy**

**2.10a** Guests are welcome to enjoy the lounge bar at reasonable hours. The bar is not available 24/7. Please note that the bar is cash at point of sale.

**2.10b** Especially considering the value our residents bar prices represent, only alcohol purchased from the Hotel may be consumed on the premises. We reserve the right to charge a corkage fee for externally purchased alcohol.

## **2.11 Wi-Fi policy**

Guests are welcome to use the Hotel’s Wi-Fi internet free of charge for email & general internet browsing. Please note that due to the thickness of walls, we cannot guarantee Wi-Fi access in all parts of Hotel.

- High bandwidth activity (such as excessive video streaming & on-line gaming) is not permitted.
- The downloading of illegal content is not permitted.
- Bandwidth hogging to the detriment of other guests using the network is not permitted.

## **2.12 Changes to our charges & facilities**

Due to seasonal offers our charges & facilities may alter. Reservations made before any such alteration are binding under the original terms & price, and subject to the cancellation policy detailed in paragraphs 2.07 of this document.

*Specific example: a second (duplicate) reservation made at a promotional price, without the courtesy of first cancelling the initial reservation will be regarded as two separate bookings. BOTH bookings will be chargeable.*

If you have booked early at one rate & we subsequently introduce an offer that you wish to take advantage of, please contact us. In all cases we treat our customers fairly & refer you to the first sentence of our Ts and Cs.

## **2.13 Damage**

We reserve the right and you hereby authorise us to charge you for any damage incurred to your room or the Hotel during your stay, including without limitation specialist cleaning (or replacement of damaged items, where successful cleaning is impossible) or for any items that are missing when you leave. The damage policy also applies to event staff & guests that have been provided accommodation and/or access to the Hotel facilities free-gratis.

## **2.14 Agreement with, and changes to terms & conditions**

**2.14a** By making a reservation with us you agree, at the time of booking, to the terms & conditions set out in this document.

**2.14b** We reserve the right to alter our terms & conditions at any time. Such changes will not apply to existing reservations without your expressly sought permission.