

## Plas Pencelli Outdoor Education Centre, part of Swindon Borough Council

Registered Address: Civic Offices, Euclid Street, Swindon, SN1 2JH

Postal Address: Plas Pencelli Outdoor Education Centre, Pencelli, Brecon, Powys, LD3 7LX



Contact Us:

01874 665 241

[office@plaspencelli.co.uk](mailto:office@plaspencelli.co.uk)

### Booking Terms & Conditions

All bookings are subject to these booking terms & conditions.

#### Property Occupancy

The number of persons occupying accommodation must not exceed the number stated in the accommodation description and the number agreed with Plas Pencelli at the time of booking or later.

#### Arrival & Departure Times

Details of check in procedures will be provided prior to arrival. Check in is from 4pm and buildings must be vacated by 10.30am on the day of departure to allow for cleaning.

#### Insurance

Plas Pencelli holds full public and employers' liability insurance. It is recommended Customers take out personal travel insurance for all members of their group for the duration of the visit at the time of booking, to cover accidents, losses and cancellation.

#### Booking Confirmations & Deposits

Bookings can be regarded as firm only when the Booking Confirmation and Deposit Invoice has been issued in writing (by email) by Plas Pencelli. A non-refundable deposit of 10% of the Accommodation Rental Value, with a minimum of £50, is payable on all bookings. Subject to the acceptance of the booking by the Plas Pencelli, payment of the non-refundable deposit and written confirmation of the booking by Plas Pencelli, the Customer shall be liable for the balance of the cost of the accommodation for the full period booked, including any ancillary services provided.

#### Full & Balance Payments

Full payment must be received by Plas Pencelli no later than four weeks before the arrival date. Bookings made within 4 weeks of the arrival date must be paid for in full at the time of booking. If the balance payment due is not settled by the due date, the booking may be cancelled by Plas Pencelli without further correspondence with the Customer.

#### Booking Changes

You may change your booking with Plas Pencelli for any reason, provided the change is made 4 weeks or more before your confirmed arrival date. (This does not include deferred bookings which will be treated on an individual basis). Bookings can not be part transferred to other guests. Each change is subject to availability and amendment charges may be applied. Please note that any change in occupancy numbers or visit dates will be likely to involve a change in price of your booking and an amendment charge being payable. No difference will be refunded except where a change of date results in a lower price/tariff.

#### Prevented From taking Your Booking

If you are prevented from taking your booking, please contact Plas Pencelli at the earliest opportunity. We will do our best to assist. You may not, under any circumstances, transfer your booking to anyone without our consent.

#### Cancellation By You

You may cancel your booking at any time. However, a fee will be charged as follows:

More than 4 weeks prior to travel date - full deposit.

Less than 4 weeks prior to travel date - all payments are non-refundable and non-transferable.

Separate arrangements may apply to cancellation of any ancillary items. Cancellation of deferred bookings are non-refundable. In order to cancel your booking, please email [office@plaspencelli.co.uk](mailto:office@plaspencelli.co.uk)

#### Non-Confirmation/Cancellation By Us

We have the right at our sole discretion to refuse to confirm any reservation. Where we have indicated that we will not accept a booking from you or accept your presence on any of the accommodation, we reserve the right at our sole discretion to cancel any booking you have made or refuse to allow you to enter any of our accommodation or ask you to leave the accommodation. If we do so (subject to the provisions of the paragraph below), we will refund any payment made but will not pay any compensation.

We have the right to cancel your booking or to instruct you or your party to leave the accommodation immediately, without compensation or refund, should you or any of your party not comply with this agreement, particularly terms relating to your behaviour and conduct.

Very occasionally it may be necessary to make a material alteration to the accommodation arrangements for whatever reason. In this event Plas Pencelli will endeavour to offer alternative equivalent accommodation or a full refund of monies paid. Plas Pencelli will be under no further obligation for any losses or expenses arising from these alterations. Neither will Plas Pencelli be under any liability or obligation for any alterations or cancellation caused by civil strife, strikes, sickness, pandemics, bad weather, technical transportation problems or other circumstances amounting to a force majeure, or the non-disclosure of information by the Customer.

#### Refund Policy

Cheque and Bank Transfer refunds will be made to the person on the confirmation.

#### Customer Behaviour

The Customer undertakes to behave in a reasonable manner at all times whilst in and around the accommodation, to make good any damage caused, fair wear and tear excepted, and to leave the accommodation in the same state of cleanliness in which it was found. Cleaning materials including brushes, mops, etc. are provided. Rubbish should be sorted and placed in the recycling and refuse bins provided. A charge may be levied to cover extra cleaning if the accommodation is not left in the same state of cleanliness in which it was found, or for any damage caused accidental or otherwise.

Smoking and/or vaping is not allowed in any of the buildings or on any part of the site.

No dogs are allowed on site except for guide dogs.

Any act which constitutes law breaking will not be tolerated.

#### Parking

There is limited parking space and vehicles are parked at the owner's risk. We respectfully request that Customers park at the top end of the car park nearest the Lodge.

#### House keeping

All bedding is provided (not towels). We request Customers make and strip beds before and after use.

Mattresses, duvets or pillows must not be used without covers.

#### Customer Complaints

If, in the opinion of the Customer, the accommodation is unsatisfactory and there are grounds for complaint, the Customer must bring their complaint to the notice of Plas Pencelli or their representative at the time of their visit. No correspondence or other communication will be entered into regarding matters not brought to the attention of Plas Pencelli during this time.

#### Date of Conditions

These booking Terms and Conditions (as at 24/02/25) supersede all previous issues.