



TWR Y FELIN HOTEL
ROCH CASTLE HOTEL
PENRHIW HOTEL
Pembrokeshire, Wales

Cancellation Policies

FLEXIBLE BOOKINGS

At the time of booking you will be asked for your card details to secure the reservation. We will charge you in full for your stay on departure.

Cancellation:

In the event of cancellation after 12 midday, two days prior to arrival, we will deduct the first night accommodation rate as the cancellation fee.

No Show:

In the event of a no show, we will deduct the first night accommodation rate as the no show fee.

NON REFUNDABLE BOOKINGS

At the time of booking you will be charged the full rate of your accommodation. All food, beverage and extras will be charged on departure.

In the event of cancellation or no show we will retain the full payment as the cancellation fee.

In the event of then guest cancelling due to a positive Covid test result, we are able to move your booking to an alternative date, subject to the same booking availability / restrictions as the original booking.

FESTIVE SEASON BOOKINGS

At the time of booking you will be asked for a 50 % non-refundable deposit to secure the reservation. We will charge you for the balance of your stay on departure.

Cancellation:

In the event of cancellation after 12 midday, two days prior to arrival, we will retain the 50% deposit as the cancellation fee.

No Show:

In the event of a no show at the booked venue, we will retain the 50% deposit as the cancellation fee.

SELF CATERING EXCLUSIVE STAYS AT PENRHIW PRIORY AND ROCH CASTLE

Cancellation:

Should you have to cancel your booking, the initial deposit is non-refundable. Please see below for cancellation fees.

- More than 60 days 30% of booking costs
- 30 - 60 days 75% of booking costs
- Less than 30 days 100% of booking costs