



13 South Parade, Llandudno, Conwy LL30 2LN - Wales - [info@clovellyhotel.net](mailto:info@clovellyhotel.net)  
Telephone: 01492 879502 Fax: 01492 876333

## **ACCESS STATEMENT**

- **Guest can unload their belongings in front of the hotel**
- **Access to the hotel is a short walk from the pavement**
- **There are three wide stone steps and then a landing followed by a further step to the front door**
- **The front door can be opened for a wheel chair access**
- **Once in the reception area are the Restaurant, Lounge Bar and a unisex toilet**
- **The doors into the Restaurant and Lounge Bar are wide enough for a wheel chair access**
- **There are no ground floor bedrooms**
- **The hotel does not have a lift**
- **Access to the first floor bedrooms are via a 12 carpeted stairs to a half landing and a further 7 steps to the first floor landing. The stairs have a good hand rail on the left hand side (ascending) of the staircase**
- **All public areas are well lit**
- **All rooms have a cordless kettle and remote control for the televisions**



**THE CLOVELLY**

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- **The hotel has limited parking at the rear of the building**
- **We will provide pick up and drop off from the local railway and bus station on prior request**
- **There is a good public transport system which stops near to the hotel. The railway station is approximately one mile from the hotel**
- **Chester, Bangor, Rhos-on-Seas, Rhyl, Conwy and Colwyn bay are all within an hour drive from the hotel**
- **All staff are trained under the “Welcome host scheme”**



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## **PAYMENT AND CANCELLATION POLICY**

- Payment can be made in full or by deposit to secure your reservation
- A deposit of £30.00 per person will secure your reservation
- The deposit must be paid at the time of reservation
- No deposit will be refunded unless 48 hours notice is given prior to arrival date.

## **NOTICE PERIOD**

48 hours notice in writing (letter, fax or e-mail) is required to cancel your reservation. Period of notice is defined as 48 hours prior to scheduled day of arrival. Failure to cancel in the defined notice period will result in the first night of your reservation being charged in full.

We do stress the importance of taking out Travel Insurance to protect your selves from any loss.

## **NO SHOW**

Failure to arrive will result in a "No Show" charge of the full rate for the period reserved.

## **CONTRACTUAL OBLIGATION**

We respectfully remind guests that a reservation made verbally or in writing, constitutes a legal contract between themselves and the Clovelly Hotel (Jo-An's of Llandudno Ltd)