

## **St David Aparthotels – Cancellation Policy – Updated May 2026**

We understand that plans can change, and we aim to offer flexibility while maintaining the smooth operation of our aparthotels. This policy explains how cancellations, amendments, and early terminations are handled for all reservations with St David Aparthotels.

By making a reservation, guests agree to be bound by the following terms.

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### **1. Definitions**

#### **1.1 Flexible Rate**

A flexible rate is a reservation which permits cancellation before arrival subject to the applicable notice period outlined in this policy.

#### **1.2 Non-Refundable Rate**

A non-refundable rate is any advance purchase, promotional or discounted reservation identified as non-refundable at the time of booking.

#### **1.3 Group Booking**

A group booking is defined as four (4) or more rooms/apartments booked under the same lead name or for the same dates.

#### **1.4 Long-Term Booking**

A long-term booking is any reservation for 30 consecutive nights or more.

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### **2. Standard Cancellation Policy (Bookings Under 30 Nights)**

#### **2.1 Free Cancellation Period**

Guests may cancel flexible rate reservations free of charge up to 24 hours before the scheduled check-in time.

#### **2.2 Late Cancellations**

Cancellations made within 24 hours of the scheduled check-in time will be charged the full cost of the reservation.

#### **2.3 No-Show Policy**

Guests who fail to arrive without cancelling their reservation will be charged the full cost of the reservation.

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### **3. Advance Purchase & Non-Refundable Rates**

#### **3.1 Non-Refundable Reservations**

Reservations made under advance purchase, promotional or non-refundable rates cannot be cancelled, modified or refunded.

#### **3.2 Full Payment at Time of Booking**

Non-refundable reservations are charged in full at the time of booking.

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### **4. Group Bookings**

#### **4.1 Group Cancellation Terms**

Group bookings are subject to bespoke cancellation terms which will be supplied at the time of booking and may differ from this policy.

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### **5. Long-Term Bookings (30 Nights or More)**

#### **5.1 Cancellation Before Arrival**

Guests may cancel long-term bookings free of charge up to 7 days before arrival.

#### **5.2 Late Cancellation Before Arrival**

Cancellations made within 7 days of arrival will be charged the first 7 nights of the reservation.

#### **5.3 Early Termination (“In-Flight” Cancellation)**

Where a guest shortens or terminates a stay after check-in, a minimum of 7 days’ notice is required.

Charges will continue for 7 days following notice of cancellation, regardless of the guest’s physical departure date.

#### **5.4 Minimum Stay Agreements**

Where a reservation is subject to a contracted minimum stay period, charges may continue until the minimum contracted period has been fulfilled.

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## **6. In-Flight Cancellations (Bookings Under 30 Nights)**

If a guest chooses to shorten or terminate their reservation after check-in, the following notice periods apply based on the original length of the reservation:

Original Reservation Length Notice Required

1–6 nights 24 hours

7–13 nights 48 hours

14–20 nights 72 hours

21–29 nights 96 hours

Charges will continue throughout the applicable notice period regardless of the guest's physical departure date.

Unused nights removed from a reservation may be treated as cancelled nights under this policy.

Unoccupied rooms during an active reservation are not considered a cancellation unless the guest notifies us in accordance with this policy.

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## **7. Amendments to Reservations**

### 7.1 Availability

Requests to amend dates, room types, occupancy or stay duration are subject to availability.

### 7.2 Charges

Rate differences, amendment fees or revised cancellation terms may apply.

### 7.3 Reduction in Stay Length

Requests to reduce the duration of a reservation may be treated as a cancellation of removed nights and charged in accordance with this policy.

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## **8. Notice Requirements**

Cancellation or amendment requests must be submitted in writing either:

- by email to [admin@stdavidaparthotels.com](mailto:admin@stdavidaparthotels.com); or
- by text message to 07769 102468.

Requests are not deemed received until acknowledged by us.

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## **9. Special Circumstances**

We understand that unforeseen circumstances such as medical emergencies, transport disruption or family emergencies can occur. Guests should contact us as soon as possible if affected.

Any flexibility, refund or waiver outside this policy is entirely at the discretion of management.

Where cancelled nights are successfully re-sold, management may reduce charges at its discretion.

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## **10. Refunds**

Where a refund is due:

- refunds will be processed to the original payment method used for the booking;
- processing times may vary depending on the payment provider and banking institution.

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## **11. Our Right to Cancel**

### **11.1 Cancellation Due to Guest Breach**

We may cancel a reservation immediately where:

- payment is not received when due;
- valid payment details are not maintained during the reservation;
- the guest breaches any booking terms or property policies;
- the guest engages in anti-social, abusive, illegal or unsafe behaviour.

Where a reservation is cancelled due to guest fault, any payments made may be retained as a cancellation charge.

### **11.2 Events Outside Our Control**

If we are unable to operate due to events beyond our reasonable control, including natural disasters, government restrictions or major utility failures:

- guests who have already paid will receive a full refund;
- guests who have not yet paid will not be charged.

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## **12. Third-Party Bookings**

This policy forms part of the booking terms for all reservations made with St David Aparthotels, including bookings made through third-party platforms or travel agents.

Where reservations are made through a third-party platform, cancellation terms displayed at the time of booking may also apply.

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## **13. Statutory Rights**

Nothing within this policy affects a guest's statutory rights under applicable consumer protection legislation.

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## **14. Policy Updates**

This policy may be updated periodically.

The version of the policy in effect at the time of booking will apply to that reservation.