

Refund Policy

The Royal Oak, Rhandirmwyn

Last Updated: 16th February 2026

This Refund Policy outlines the circumstances in which refunds may be issued for bookings, accommodation, events, and online payments.

1. General Policy

We aim to provide a high standard of service at all times. Refunds are issued in accordance with UK consumer law and the terms set out below.

Refunds will be returned to the original payment method unless otherwise agreed.

2. Service Failure (Cancellation by Us)

If you have pre-paid for:

A table booking

A private hire

Accommodation

An event

and we are required to cancel the booking due to unforeseen circumstances (including but not limited to staffing issues, supplier failure, safety concerns, or force majeure), you will be offered:

A full refund of all monies paid, or

The option to transfer your booking to an alternative date (where available)

Refunds will be processed within 5–10 working days.

3. Customer Cancellations

If you cancel a booking:

Deposits may be non-refundable unless otherwise stated at the time of booking.

For ticketed events, refunds may not be available unless the event is cancelled by us.

Any exceptions will be clearly stated at the time of booking.

4. Technical Errors (Duplicate Charges)

If you are accidentally charged twice due to a technical or processing error:

Please contact us immediately with proof of payment.

Once verified, we will issue a full refund of the duplicate charge.

Refunds will be processed within 5 working days of confirmation.

5. Consumer Rights – Distance Selling

Where bookings are made online, by telephone, or by other remote methods, UK consumer law may apply.

Under the Consumer Contracts Regulations 2013:

Customers usually have a 14-day “cooling-off” period for distance purchases.

However, this right does not normally apply to leisure services (including restaurant bookings and event tickets) that are provided on a specific date or within a specific time period.

By completing your booking, you acknowledge that your statutory cancellation rights may not apply to bookings for specific dated services.

If you have paid a deposit for accommodation, the deposit is refundable up until 48 hours before arrival should you wish to cancel, any Cancellations less than 48 hours means the deposit is non refundable.

Nothing in this policy affects your statutory rights under UK law.

6. How to Request a Refund

To request a refund, please contact:

The Royal Oak, Rhandirmwyn

info@theroyaloak.wales

(01550) 583 107

Please include:

Your name

Booking reference

Date of booking

Details of the issue

7. Processing Times

Approved refunds will be processed within 5–10 working days. Processing times may vary depending on your bank or card provider.