

Terms and conditions

By booking to stay at Coolnagreina, you are entering a legal agreement with us. Reservations are made and accepted on the following terms. Please read our terms and conditions below:

Prices

We reserve the right to increase or decrease the prices of accommodation at any time up until the time of booking. However, once booked, the price of your stay will be as quoted.

Payment

A non-refundable deposit of the first night of your stay, or the full amount may be payable at the time of booking. Payment can be made by credit card, debit card or by direct transfer. In certain circumstances, deposits will be collected on arrival.

As reception is only open at certain times, please pay at check-in or arrange a time to make payment with the duty manager.

Cancellations, curtailments and no-shows

When you make your booking and we have received payment of your deposit, a legally binding contract exists between us. We will allow you to cancel your booking with only forfeiture of your deposit (the deposit is equivalent to the total of the first night of your stay) if you do so within 48 hours of the arrival date. Cancellations and curtailments within 48 hours of arrival or after arrival are subject to payment in full of the full value of the accommodation reserved. No-shows are considered to be cancellations.

Minors

Minors may only stay on the premises if accompanied by an adult parent or adult guardian. The manager or duty manager reserves the right to ask for proof of age and identity.

Arrival/check in

Please let us know your anticipated time of arrival so that we can arrange to welcome you. Your room(s) will be available for check in from 4pm to 6pm. Entry for arrival outside of these times can be pre-arranged. Please note that we may not be able to accommodate you if you arrive earlier than 4pm as your room may not be ready.

Late arrival

Please contact us in advance if you know you will arrive later than 6pm and we will send you your room number(s) and details on how to access the building.

Maximum length of stay

The maximum length of stay allowed is one month, whether continuous or a cumulative total of days over a period of time. Exceptions will only be made for individuals in residence as part of a group contract.

Departure

Please check out by 11am on the day of departure, unless otherwise arranged. If there is no-one at reception when you leave, please leave the key in the key deposit slot on the reception desk.

Quiet policy

Out of respect for other guests, staff in residence and neighbours, we ask that there is no noise in the centre after 11pm. We reserve the right to terminate your booking immediately without being liable for any refund where you engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.

Visitors

If you have friends, relatives or colleagues coming to Coolnagreina to visit you, please inform us ahead of their arrival. We ask that they are entertained in the common rooms and not in the bedrooms to limit disturbance to other guests. For the same reason, we ask that they leave the centre by 11pm.

Damages and breakages

Please enjoy your stay and please take care of the property and furnishings. Please do not stick anything to the walls. Guests are responsible for leaving rooms in the condition they were in upon arriving. Guests will be required to pay for any loss or damage to the building or furniture or equipment provided. Please report any incidents as they occur. We do not normally charge for minor damages but we reserve the right to invoice for repair or making good any significant damage.

Keys

Guests will be issued with one key per room. Loss of or failure to return a key will be charged at cost price, €15, to cover the replacement.

Access to your room

The manager reserves the right to access your room or to allow access to staff, tradesmen or contractors at any time for any reason.

Smoking

If you wish to smoke, please do so away from the doors and windows of all buildings and please dispose of cigarette butts in the container provided.

TV, telephones, wireless

There are no TVs in the bedrooms. There is no payphone on site and we cannot guarantee that you will get a signal for your mobile phone, if you have one. Wireless is only available in certain common areas and the YWCA accept no responsibility if wireless is not available for any reason.

Candles or other flames

Use of candles or other equipment requiring a naked flame is prohibited on site except at the express permission of the duty manager.

Food policy

We ask that food is only consumed in the kitchenettes or dining room. Consumption of food in all other areas is prohibited. We also ask that cutlery and crockery is not removed from these rooms.

Alcohol

Consumption of alcohol on site is prohibited, except at the express permission of the duty manager.

Car parking

Please observe the parking signs including the drop-off only sign. We do not accept responsibility for any loss of or theft from a vehicle however it is caused.

Guests with mobility problems

If you or any member of your party has any mobility problems, please discuss any special requirements with us prior to booking.

Pets

We regret that we are unable to accept pets with the exception of assistance dogs. Please notify us in advance if this is the case.

Items left behind

We accept no responsibility for items left behind after you have departed. We will endeavour to reunite items with their owners but reserve the right to dispose of the items after 4 weeks. Postage costs will be payable by the owner.

Tipping

Any tips you leave in your room will be shared entirely and equally between the housekeepers responsible for preparing and cleaning your room before, during and after your stay.

Fire and emergencies

In the interest of your own safety, please check the locations of the fire extinguishers, fire alarm break glass units and escape routes. All fire alarms must be considered as evidence of fire and you should act accordingly until you are informed to the contrary. The duty manager should be notified immediately of any potential hazards. The assembly point is the main car park.

Security

Please ensure that the main door locks behind you when you enter and leave the building. You are also responsible for locking your own bedroom(s). Other exits should only be used in the event of an emergency and should not be propped open under any circumstance. Note that CCTV is in operation on these premises. See the liability clause below in relation to your possessions.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of employment.

Privacy policy

Any data collected during the course of this booking will be stored on our computer(s). We may contact you from time to time about our promotions and offers. Your information will not be shared with any other party for advertising or marketing purpose and we will keep your information confidential except where disclosure is required or permitted by law.

Changes to terms and conditions

Coolnagreina



The YWCA reserves the right to make changes to these terms and conditions at any time.