

Carreg Cottage

Booking Terms And Conditions

Bookings are subject to the following terms and conditions as agreed to at the time of booking.

1. Contract of Hire

A contract between you, the Hirer, and us, the owners, will come into existence when we receive payment and accept your booking by issuing an email confirmation of booking for the holiday dates. The contract is for the hire of the property for holiday purposes only. We do not accept bookings from Hirers under 18 years of age. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking. The names, addresses and ages of all your party must be included on the booking form.

2. Initial Payment

Bookings will be reserved upon receipt by us of a non-refundable deposit of 30% of the holiday price. Bookings made less than eight weeks before your arrival date must be accompanied by the full amount of the holiday rental, any additional charges (e.g. pets) and a £100 refundable damage deposit.

3. Balance Payment

The balance must be paid so as to arrive no later than eight weeks before the commencement of your holiday. On receipt of the balance payment, advice on key collection arrangements and directions to the property will be sent to the Hirer. We reserve the right to cancel a holiday where the full payment has not been received by the due date. The deposit paid on the booking is non-returnable.

4. Method of Payment

Payment should be made via bank transfer to our bank account or by cheque. Details will be provided at the time of reservation.

5. Booking Cancellation

If you are forced to cancel your holiday you must inform us as soon as possible.

If you cancel your holiday more than 8 weeks before it is due to start then your deposit will be forfeit.

If you cancel less than 8 weeks prior to the holiday, you will remain liable for full payment unless we are able to re-let all or part of the period booked, in which case we shall consider a refund less the deposit.

We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

Your booking will not be cancelled by us, the owners, except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

6. Pets

We will accept one small dog at the cottage subject to a charge of £30 per week or short break. Other pets (sorry, not cats) may be considered on request.

Bookings that include pets are taken on the understanding that all flea and worming treatments are up to date. You, as the pet owner, will be responsible for removing any evidence left by your pet and reimbursing us, the owner, for any damage caused. Please show consideration for guests visiting after you have gone home. We ask that you agree to the following pet conditions:

- Please do not allow your pet upstairs (the upstairs is carpeted whereas the downstairs is hard floors).
- Please do not leave your pet unattended in the property or garden.
- Please do not allow any pet on the furniture including sofas and beds or to scratch doors and kitchen units.
- We ask that you bring a dog crate to keep your dog in at night and any other pet bedding required and towels for drying the pet when required.
- Please ensure that any pet is clean and dry before allowing inside the property. We have a utility room which is perfect for this.
- Please ensure that pets behave in such a manner as not to disrupt the enjoyment of other people staying in the vicinity or prejudice the reputation of the owner of the property.
- Please promptly pick up all dog mess from the small front garden, the larger grassy area and the driveway at the back.

7. Party numbers

The number of persons using the accommodation at any time must not exceed 4 and only those people listed on the booking form can occupy the apartment. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition. The person who completes the booking, i.e. the lead name, certifies that he or she is authorised to agree to the Booking Conditions on behalf of all members of the party, including any changes. The lead name must be over 18 years and a member of the party occupying the property. The lead name agrees to take responsibility for all members of the party. We reserve the right to refuse or revoke any bookings from parties that may in our opinion (and at our sole discretion) be unsuitable for the property concerned.

8. Your responsibilities

For the whole of the period included within your booking, you will be responsible for the property and will be expected to take all reasonable care of it. The property and all equipment and utensils must be left clean and tidy at the end of the hire period. If a property is not left clean and tidy, any additional cleaning costs will be charged to the hirer. Should there be any specific health or mobility difficulties which may affect a party member; this must be pointed out at the initial reservation stage so that the suitability of the property can be assessed. The property must be vacated by 10.00 am on the day of departure, along with any parking provision.

9. Damages

Please treat the facilities and accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in the cottage please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could advise us before you leave. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found. The reasonable costs of miscellaneous repairs to and/or

replacement of and/or additional cleaning of furnishings, kitchen equipment, crockery, glass, keys, bedding and towels damaged or soiled otherwise than by usual wear and tear during the period of Hire by you or other members of your party shall be payable to us, the owners. These charges will be deducted from the Damage Deposit. Charges over and above this amount will be charged to the Hirer.

We, the owner, or our representatives have the right to enter the property (without prior notice if this is not practical or possible) if special circumstances or emergencies arise (for example if repairs need to be carried out). We, the owners, or our representative reserve the right to repossess the Holiday Home at any time where you or any member of your party has caused damage, and in such circumstances we shall not be liable to make a refund of any remaining portion of the hire terms paid.

10. Damage Deposit

The Damage Deposit is due with the balance of your holiday, it will be cashed on receipt and held by us to be applied against the reasonable costs of miscellaneous repairs to and/or replacement of and/or additional cleaning of furnishings, kitchen equipment, crockery, glass, keys, bedding and towels damaged or soiled otherwise than by usual wear and tear during the period of Hire by you or other members of your party. The balance of the Damage Deposit will be returned to you within 28 working days of the departure date. Where such costs exceed the Damage Deposit you will pay such excess to us within 14 days of being notified.

11. Check in/Check out

Tenancies normally commence at 17:00/5:00 pm unless otherwise agreed and guests are required to vacate the apartment by 10:00/10:00 am on the day of departure. This allows the accommodation to be serviced and prepared for incoming guests.

During your tenancy, when leaving the property unoccupied and when you leave at the end of your holiday, please remember to lock the doors and close/lock the windows. The keys should be left where you found them at the start of your stay; any cost of replacement will be charged to you.

12. Smoking

Smoking anywhere on the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at your expense.

13. Amenities

We take care to ensure that the accuracy of the cottage description is up to date, however, there may be changes that occur beyond our control.

The owner shall not be liable to you, any member of your party or person visiting the property during the period of your hire of it for happenings outside its reasonable control, such as breakdown of domestic appliances, plumbing, wiring, temporary invasion of pests, building works at adjacent properties, damage resulting from exceptional weather conditions or other unforeseeable circumstance.

There is limited parking available to the rear of the property and other parking in public areas behind the local shops. Please park courteously if parking at the rear of the property. We are not liable for any damages to vehicles.

Carreg Cottage does not have a suitable and safe place to charge vehicles and charging of electric vehicles using a mains socket in the cottage is strictly prohibited. Charging electric vehicles using a mains socket and extension lead is a high fire risk. It is a requirement of our insurance not to permit this.

The internet connection is available (at no extra cost) subject to technical availability.

14. Complaints

Any problem or complaint which the Hirer may have concerning their holiday must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after you have returned from holiday, or where the Hirer has denied us/our representatives the opportunity to address the issue during the Hirer's stay, will not be considered valid.

We, the owners of the property do not accept responsibility for work taking place outside the boundary of the property, or for noise or nuisance resulting from third party activity over which we have no control.

15. Data Protection

We will process your data in accordance with our Privacy Policy which can be found here. At all times your data will be held securely and protected in line with our obligations under UK data protection legislation. We shall assume we may contact you in the future by email unless you tell us otherwise.

16. Covid 19 specific conditions

If you or a member of your party develop symptoms **before** your holiday, please let us know. If you or a member of your party develop symptoms **during** your holiday, please let us know.

Version 3, 22 June 2022