

TERMS AND CONDITIONS

2 GLANFA, RHYD DDU SELF CATERING ACCOMMODATION

When you book your holiday you are entering into a contract with us. On receipt of your initial payment, we will issue a holiday confirmation. Please check this carefully and if anything is incorrect, let us know immediately. Your statutory rights are not affected by anything within these terms and conditions.

Paying for your Holiday

Provisional booking can be made by telephone or email and will be held for 5 days pending receipt of your initial deposit (one third of the rent, minimum £100) and completed booking form. The deposit needs to be paid to secure a booking except in the case of a short break or less than 8 weeks before the holiday, in which case the whole amount must be paid straightaway. Your written holiday confirmation will show your holiday details and any balance owing.

Cancellation or changes to your holiday by you

When you book you are responsible for paying for your holiday in full. We advise you to take out standard holiday cancellation insurance. If you have to cancel you should contact us and confirm any telephone cancellation in writing or by email (to vernonrun@aol.com) immediately.

If you cancel more than 60 days prior to your holiday, we will return any money paid above the deposit amount. We will try to re-let the accommodation. We will refund any money we obtain from the re-letting less £25 administration fee.

Website Details

We reserve the right to make minor changes to the details listed on the website, indeed, it is our intention to continually improve the cottage. If any facilities or service becomes unavailable, we will inform you as soon as reasonably practicable. If any facility or service is of particular importance, please notify us at time of booking.

Liability

Although we carry public liability insurance, we cannot accept liability for any damage, expense, injury, death or loss of any nature whatsoever suffered by any persons from any cause whatsoever other than proven negligence of ourselves or our employees.

You must take all necessary steps to safeguard your personal property and no liability is accepted in respect of damage or loss of such property.

Your Holiday Accommodation

Normally during high season weekly terms are Friday to Friday. At other times, subject to availability, alternative start and end days may be available. You can arrive any time after 3pm on the start day of your holiday and must leave by 10am on the last day. The house will be clean and tidy when you arrive and you are expected to leave everything in a similar state. If you are unable to come on the first day of your holiday, please contact us.

We accept that breakages can happen and we ask that you let us know immediately to enable us to replace small items free of charge so that our next guests are not inconvenienced. We reserve the right to make a charge for more substantial breakages, damage and excessive cleaning in the form of a £100 cheque endorsed with a banker's card number, must be sent with your balance. The cheque will not be cashed without consulting you and in the absence of a claim will be either cancelled or returned.

Keys – you will be liable for a replacement cost of £50 in the event of loss or non-return of the keys to the keybox.

You must allow us, our employees or agents, access to the accommodation at any reasonable time during your holiday.

2 Glanfa is for 4/6 persons, the total number in your party occupying the holiday accommodation must not exceed the number stated on the booking form. Bed linen is provided.

For others comfort and wellbeing, pets and smoking are not allowed in the cottage.

Please inform us as soon as possible of any shortcomings or problems with the accommodation. Make sure you have read the Points for Tenants sent to you.

Cancellation or changes to your holiday by us

We would not expect to have to make any changes to your holiday arrangements. However, we will not be liable for changes, cancellation or any other effect on your holiday due to events beyond our control (force majeure). In such cases, we will refund any money you have paid to us. The hirer shall have no further claims against us.

September 2012 - revised October 2016