

## CONDITIONS OF HIRE - TY NEWYDD BED AND BREAKFAST

Thank you for choosing to book with Ty Newydd B&B. We look forward to welcoming you. When you make this booking you are entering an agreement with us. Please read our terms and conditions below.

### *Booking Conditions & Payment*

All bookings are subject to confirmation.

Confirmation is sent once the guest has completed the booking form and we have acknowledged receipt of your deposit.

The balance is to be paid during your stay or on departure.

All payments must be made in pounds sterling, by cash, cheque or bank transfer.

The price includes VAT.

### *Cancellation and Insurance*

If you need to cancel please contact us immediately. For cancellations made 28 days prior we will return your deposit. For cancellations made after this time, deposits may be returned at our discretion or put against another booking. Failing to take up the booking without cancelling you will be liable for the total amount. For this reason you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

### *Arrival & Departure*

Your accommodation is available for you to check-in between 4pm and 6pm on the day of arrival, unless otherwise arranged. Please be ready to leave your accommodation by 10am on the day of departure, unless otherwise arranged.

### *Keys*

The keys to the property will be the Guests responsibility during the stay. Any costs incurred through loss, damage or keys not being returned, will be charged.

### *Guest Obligations*

Any damages or breakages which may occur must be paid for. Accidental damages or breakages of a minor nature would not normally be charged.

Smoking is not permitted in any part of the Accommodation.

### *Pets*

Pets are not permitted.

### *Right of Entry*

If we feel a guest is abusing or damaging the property we retain the right to terminate the booking contract and for the guest to vacate the room immediately.

### *Liability*

The Owner shall not be liable to the Guest or any member of his/her party for any loss or damage to person or property arising from the booking. You are responsible for your own children's safety.

### *Complaints*

Any complaint should be taken up immediately by the Guest with ourselves so we are allowed the opportunity to address the issue raised.

### *TV/Mobile phone & WIFI*

Reception can vary considerably and we cannot guarantee good reception/connections at all times. However we have done everything we can to ensure Guests have these conveniences.