

CONDITIONS OF HIRE - TY NEWYDD HOLIDAY COTTAGES

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 or full payment.

A deposit of one third of the rental is payable on booking. The balance of the rental is payable 6 weeks prior to arrival. For bookings made less than 6 weeks in advance, the total amount is payable on booking.

All payments must be made in pounds sterling.

The holiday price includes VAT.

Conditions of hire

The guest shall have the right to occupy and use the holiday property specified on the booking form.

The number of persons using the accommodation shall not exceed the number of people listed on the booking form.

The person booking the property will be responsible for the obligations and conditions of the booking

Cancellation

If a Guest needs to cancel a booking he/she should inform Ty Newydd Holidays immediately.

In the event of cancellation by a Guest, the deposit will not be refunded, the balance if paid will be refunded if the property is re-let.

We accept all bookings in good faith. However, in the unlikely event that we have to cancel any booking previously confirmed, our liability will be limited to the return in full of any monies paid.

Arrival & Departure

The property will be available from 3.30pm on the first day of hire and must be vacated no later than 10.30am on the departure day unless agreed otherwise.

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.

Guests are asked to leave the accommodation in a clean and tidy state.

Guests are asked to consider others in the vicinity and should avoid excessive noise after 10pm.

Due to the nature of the courtyard location it is not deemed suitable for a Barbecue.

Smoking is not permitted in any part of the Accommodation.

Dogs

One well behaved dog is acceptable only when indicated and a surcharge of £15 paid. The dog should not be left unattended at any time, it is not allowed on the furniture, or in the bedrooms. Any fouling in the grounds should be removed.

Right of Entry

The Guest must allow us, the right of access to the property at all reasonable times, for the purpose of inspection or to carry out repairs.

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 property 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 letting. 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.

Services

The holiday price will include all charges for water and electricity.

A travel cot and high chair are provided upon request, although we must point out that the travel cots are for children under 2 years only.

Linen is included in the price. (sheets, pillow cases, duvet cover, towels, bathmats, tea towel)

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.