

Terms and Conditions for Ty Newydd Holidays

Self Catering Cottages (Dragonfly Cottage, Bullrush Barn, Marina View)

These terms and conditions apply to the booking made between Ty Newydd Holidays (the Owner) and the person from whom the booking has been accepted (the Guest).

BOOKING & PAYMENT

- All bookings are subject to confirmation. Confirmation is sent once the Guest has completed the booking form and the Owner has acknowledged receipt of the Guests deposit or full payment.
- A non-refundable 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.
- Non-payment of the balance by the due date will be treated as a cancellation and a cancellation charge will be payable in accordance with our cancellation policy.
- All payments must be made in pounds sterling £.

CANCELLATION POLICY

- If the Guest needs to cancel a booking, please inform Ty Newydd immediately.
- In the event of cancellation by the Guest, the deposit will not be refunded, the balance if paid will be refunded if the property is re-let. If the property remains unlet the Guest will not receive a refund.
- Ty Newydd accept all bookings in good faith. However, in the unlikely event that the Owner has to cancel any booking previously confirmed, the liability will be limited to the return in full of any monies paid.

TRAVEL INSURANCE

We **STONGLY ADVISE** that the Guest have adequate personal travel insurance to cover for amongst other things cancellation of the booking.

GUESTS CONDITIONS OF HIRE: -

- The property must be left in a clean and tidy condition at the end of the holiday.
- The Guest is not to exceed the total number of people stipulated in the property description.
- The Guest agrees to pay The Owner if required to make good or remedy any damage caused, or replace any items missing. Accidental damage or breakages of a minor nature would not normally be charged.
- The Guest must allow the Owner the right of access to the property at all reasonable times, for the purpose of inspection or to carry out repairs.
- The Guest is not to cause an annoyance or become a nuisance to the occupants of adjoining properties.
- If in the opinion of the Owner any Guest is not suitable to remain on the premises because of unreasonable behaviour, the Guest may be asked to leave the property, and no refund shall be due.
- The Guest who booked the property, will be responsible for the obligations and conditions of the booking

ARRIVAL AND 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. The Guests will be liable for any cost incurred due to an unauthorised extension.

CHILDREN AND PETS

Children are welcome and should be included in the total number of people stipulated in the property description. A high chair, stair gate and travel cot (under twos) are available on request.

One well behaved dog is acceptable only, when indicated and a surcharge of £25 paid. The dog should not be left unattended at any time, it is not allowed on the furniture, or upstairs. Any fouling in the grounds should be removed.

CAR PARKING

Car parking is provided for Guests in the parking bays provided for each rental. Ty Newydd does not accept any responsibility for damage to or theft of vehicles or their contents.

LIABILITY

While every effort is made to safeguard Guests, 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 their stay. Guests are responsible for your own children's safety.

TENANTS' DUTY TO TAKE CARE

All Guests are required to take care to avoid accident or injury at all times whilst on the premises. Apart from the gardens and car parks to each rental the surrounding land is private property.

NON-SMOKING

Ty Newydd Holidays is a totally non-smoking establishment, and this extends to all areas. All "Guests" are respectfully requested to observe this condition. Ty Newydd reserves the right to terminate the booking and ask the Guest that disregarded this policy to leave the property.

NO CANDLES OR NIGHTLIGHTS

The use of candles, night lights or any other device incorporating a naked flame for the purpose of decoration or illumination is strictly prohibited anywhere on the premises.

KEYS

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

COMPLAINTS

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

TV/MOBILE PHONE/WIFI

Reception can vary considerably. Good reception/connections cannot be guarantee at all times. However, Ty Newydd Holidays have done everything possible to ensure Guests have these conveniences.