

Booking Conditions

1. AGREEMENT

- 1.1 These terms and conditions which are detailed below form the basis of the agreement between yourselves and Rhosydd Bach Holiday cottages for the holiday rental of the Property named in the Invoice/Confirmation (thereafter referred to as "the Property") together with all other conditions set out in the brochure.
- 1.2 By making a deposit payment either by credit/debit card or cheque you agree that you are over 18 years of age and that you accept full responsibility for all payments due and for the consequences of any actions of all persons who will use the Property during your holiday. You will also have deemed to have read all the Booking Conditions and agreed to be bound by them.

2. BOOKING

- 2.1 Rhosydd Bach will confirm the booking on receipt of the deposit of the holiday rental fee ("the Deposit").
- 2.2 The deposit fee shall be £100 for each cottage booked, irrespective of term of stay unless otherwise agreed in writing by Rhosydd Bach.
- 2.3 Once Rhosydd Bach has confirmed the booking and has received the Deposit then an agreement exists between us on these terms and conditions.
- 2.4 Rhosydd Bach will accept a provisional booking and reserve the Property for your holiday provided that we receive the Deposit from you within 48 hours of the initial enquiry unless otherwise agreed.
- 2.5 If the holiday is due to start within 6 weeks of the date of booking the total of the holiday rental fee is payable at the time of booking.
- 2.6 No subsequent changes may be made to any part of the Booking without Rhosydd Bach's express written approval.

3. FINAL PAYMENT

- 3.1 The balance of the holiday rental fee less any Deposit will become due 6 weeks before the start of the holiday. Rhosydd Bach will not send you a reminder or a receipt unless you have requested one and sent us a stamped addressed envelope at the time of booking. If the balance is not received on time Rhosydd Bach reserves the right to cancel your booking and retain the Deposit.

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4. CANCELLATION

- 4.1 You may cancel your booking at any time provided you do so in writing to Rhosydd Bach but you will remain liable for the full balance of the holiday rental fee. Rhosydd Bach will seek to re-let the Property for all or part of the booking period and, if successful will refund the money paid by you (or part of it) less an administrative charge of £40.
- 4.2 Rhosydd Bach reserves the right to re-let at a discount or for a shorter period in which case we will pay the refund or a proportion of it if the Property is re-let for a shorter period, less the discount and administration charge.
- 4.3 Rhosydd Bach does not offer Holiday Cancellation Insurance, we would recommend that you take it out in case of any unforeseen cancellation.
- 4.4 Rhosydd Bach reserves the right to cancel the booking any time in the event of circumstances beyond the reasonable control of Rhosydd Bach or if in the reasonable opinion of Rhosydd Bach it is necessary to undertake essential works at the Property. In these unlikely circumstances Rhosydd Bach will endeavor to offer a suitable alternative accommodation, if no such alternative holiday is agreed between us then Rhosydd Bach will refund in full all money received by us for the booking. Rhosydd Bach will not otherwise be liable for any loss incurred by you as a result of the cancellation.

5. CHANGE OF BOOKING

- 5.1 Rhosydd Bach will endeavour to assist you in a transfer of a booking to an alternative property or an alternative date at your request and an administrative charge of £40 will be made in such a case in addition to any increased rent due on the alternative property.
- 5.2 Changes cannot be accepted within one month of the start date of the holiday. If a change results in a reduction in the length of the holiday it will be regarded as a cancellation.

6. OCCUPATION OF THE PROPERTY

- 6.1 You must not use the Property for any purpose other than that of a holiday.
- 6.2 The number of people staying in the Property must not exceed the maximum number stated in the brochure and the use of tents or sleeping in motor vehicles adjacent to the Property is not permitted.
- 6.3 You must not use the Property for any activity or in such a way as to cause nuisance or annoyance to Rhosydd Bach, its visitors or its neighbors.
- 6.4 You and your guests must comply with any reasonable regulations relating to the Property, or the site within which the Property is situated, which will be communicated to you on your arrival at the Property.

7. YOUR OBLIGATIONS

- 7.1 You agree to keep the Property and its contents in the same condition and repair as on your arrival at the Property and to pay to Rhosydd Bach upon written demand any costs incurred in making good any loss or damage to the Property or its contents caused by your action or omission or that of any guest or animal accompanying you.

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7.2 Pets are allowed only at the discretion of Rhosydd Bach (this must be agreed at time of booking) any pets which are not included on the booking form will not be allowed on the property under no circumstances. All dogs shall be required to sleep in a secure kennel/basket within the property and only allowed in the kitchen & lounge areas, you must keep dogs off all furniture and under proper control at all times. Any damage caused must be paid for in full.

7.3 Under no circumstances must pets be left in the cottages on their own at any time.

7.4 Any extra cleaning incurred by pets will be charged for in full at the rate of £20/hour.

7.5 You must allow anyone authorised by Rhosydd Bach to enter the Property during the holiday. Rhosydd Bach will endeavour to give you reasonable notice of such a visit except in an emergency when immediate access must be allowed.

7.6 You must ensure that the Property is left in a clean and tidy condition on your departure at the end of your holiday. Rhosydd Bach may make a charge for any additional cleaning if this is considered necessary at the rate of £20/hour, this charge will be taken from your credit/debit card without any prior notice.

8. RHOSYDD BACH'S RIGHT TO REFUSE / TERMINATE

8.1 Rhosydd Bach reserves the right to refuse any booking.

8.2 Rhosydd Bach reserves the right to terminate this Agreement and ask you and your guests to leave immediately if this is deemed necessary by Rhosydd Bach as a result of your behavior or that of your guests or any other material breach by you of the terms of this Agreement.

9. ARRIVAL AND DEPARTURE

9.1 The holiday rental period begins at 4.00pm on the first day of the booking period and ends at 10.00am on the day of the departure. Please make sure you have vacated by the appropriate time.

9.2 We reserve the right to enter the property and remove yourselves and your belongings if your stay extends beyond this period, you may be subject to a charge for the additional work involved in carrying out this procedure.

10. DESCRIPTION AND FACILITIES

10.1 Rhosydd Bach will endeavour to inform you at the time of booking of any changes to the brochure or web site description of the Property or of any events which may be taking place near the Property during your holiday. Rhosydd Bach does not accept any liability for any works or activity of any sort occurring on its premises adjoining or neighboring the Property.

11. TENANCY

11.1 This Agreement is for the purposes of a holiday rental only and does not create the relationship of Landlord and Tenant between you and Rhosydd Bach. You will not be entitled to a tenancy or to any other form of statutory security of tenure as a result of this Agreement.

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12. COMPLAINTS

12.1 If you have any cause for complaint during your holiday at the Property please notify a member of our staff who will make all reasonable efforts to assist and resolve the issue. Rhosydd Bach will not normally make any refund or recompense in respect of a complaint made after departure if the complaint was not made known to us in person during the holiday rental period.

13. LOST PROPERTY

13.1 Rhosydd Bach shall not be responsible for loss or damage to any of your belongings or for any injuries sustained by you or any of your guests unless caused by the negligence or default of Rhosydd Bach.

14. DATA PROTECTION

All personal data provided to Rhosydd Bach will be held and processed in accordance with the requirements of the 1998 Data Protection Act. We will keep your personal data safe and secure.

We will not share it with other organisations without your knowledge and consent, unless required by law to do so.



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