



B&B and Ysgubor Holiday Cottage

### **Terms & Conditions for B&B Bookings at Nant yr Onnen**

Thank you for choosing to stay with us. It is important to us that each guest is given all the appropriate information to make their stay as comfortable as possible. By making a booking to stay with us, you are entering a legal contract that is subject to these terms and conditions:-

**Prices** – Our prices indicated on our website or otherwise are for the room(s) only and include taxes if appropriate. We may occasionally offer reduced rates or discounts. Only one of the offers or discounts may be used on each booking and must be applied on booking. Breakfast can be added at £6.00pppn

**Restrictions** - We no longer accept dogs to the B&B room

**Making a Booking** - To secure a stay with us, we will take credit/debit card details from you. Your full payment is due on departure, you can use the same card you booked with or pay cash. If you prefer, you can pay by direct payment into our bank account which must be cleared prior to arrival

**WiFi Provision** - Whilst we do have wifi at the property please understand that we do not have fibre in our area yet and are a long way from the nearest 'box'. For that reason, if you normally reside in a non-countryside area, you will find the wifi really slow

**Special Requirements** - If you or any member of your party has any special requirements, please let us know at the time of making the booking. A copy of our access statement is available on our website or upon request. If you have an allergy / food requirement please let us know at the time of booking

**Cancellation** – Cancellations are only accepted when we have confirmed we have received your cancellation request. If you cancel more than 42 days prior to arrival, 50% of the booking amount will be payable, 28 days before your arrival date the full amount will become payable. If you need to cancel your booking please let us know as soon as possible so that we can attempt to re-let the room. If we do manage to re-let the room for the full booking, we will charge a nominal fee to cover our costs of taking your booking. If we cannot re-let the room, you will be liable for the outstanding balance, which will be taken from the debit/credit card used for the initial booking. If we re-let the room for part of your booking, then you will only be liable for any days that the room is not re-let and/or the difference in value ie we may need to reduce the rate or use a marketing company to be able to relet the room at short notice

**Curtailement** - If you curtail your booking within 42 days of, or during your stay, please let us know as soon as possible so that we can attempt to re-let the room. If we cannot re-let the room, then you will still be liable for the remaining outstanding balance, depending on when you cancelled. If we are able to re-let the room for part of your remaining booking, then you will only be liable for any days that the room is not re-let and/or the difference in value ie we may need to reduce the rate of the room to be able to let it at short notice

**Non-Arrivals** - Should you fail to arrive and take up your booking without letting us know, a charge will be made against your credit/debit card for the full outstanding balance

**Third Party Bookings** - If the person making the booking is different to the person taking up the occupation, the person who makes the booking may be held responsible for cancellation, curtailment or non arrival fees as well as damage or loss, and appropriate charges will be taken from their credit/debit card.

**Postponements** – If you need to postpone your booking within 42 days of arrival, please let us know as soon as possible so that we can attempt to re-let the room. If we do manage to re-let the room for the full booking, a £25.00 administration fee will be charged to your credit/debit card. If we cannot re-let the room, you will still be liable for the outstanding balance, which will be taken from the debit/credit card used for the initial booking. If we re-let the room for part of your booking, then you will only be liable for any days that the room is not re-let.

**Holiday Cancellation Insurance** – To cover any costs caused by you having to cancel, curtail or postpone, we recommend you taking out appropriate cancellation insurance

**Non-availability of Accommodation** - We would only cancel your booking if your room was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the booking. Our liability would not extend beyond this refund.

**Arrival** - Your room will be available to you for check-in after 4.00pm until 8.00pm on the day of arrival, unless otherwise arranged. We ask for an approx arrival time so we can organise our day with your arrival in mind. It is appreciated if you could let us know if this changes

**Departure** - On the day of departure, we kindly request that you vacate your room by 10.00am to allow us time to prepare the room for our next guests

**During your stay** - Our aim is to offer all our guests a relaxing and enjoyable stay and we kindly ask guests to respect other guests' quiet enjoyment and relaxation. Guests are not permitted to have visitors to their rooms without our prior agreement. Accidents happen - please let us know immediately of any damage or spillage so that we can attempt a speedy repair or clean. Spillages are more easily rectified the sooner they are dealt with. Any significant breakage or damage may result in a charge for replacement, repair or specialist cleaning. If the damage means the room cannot be made available in good time for the next arriving guests, you may also be liable for loss of income. Any item taken from the rooms without our consent will be charged for. Lost keys will incur

a £50.00 charge

**Liability** - We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves.

**Privacy Policy** - Any data collected during the course of this booking will be stored on our computer(s) and/or booking diary. From time to time we may contact you by email about promotions and offers, unless you specifically tell us not to. Your details will only be used by us and we will not share them with any third party

**WIFI Usage** – please see separate wifi usage policy / terms of use