



B&B and Ysgubor Holiday Cottage

Terms & Conditions for Bookings at Ysgubor Holiday Cottage

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 holiday cottage as a whole 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 can only be applied at the time of booking

Making a Booking - To secure a stay with us, we require a 25% deposit. Your booking is only confirmed when we have confirmed availability and have received your deposit. Your full balance is then due 8 weeks prior to arrival. If your arrival date is within 8 weeks of the date you book, the full amount is payable on booking. Payment should be made directly into our bank account using your booking name and booking reference number or by cheque made payable to 'Nant Yr Onnen'. If we do not receive your balance payment on the due date we will presume that you have cancelled your booking and will lose your deposit. If you have booked our B&B room along with ysgubor, these terms will replace the B&B terms

WiFi Provision

Whilst we do have wifi at the property please understand that we do not have fibre broadband 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 upon request, or can be viewed on our website. If you have an allergy please let us know at the time of booking

Cancellation – Cancellations can only be accepted by speaking to us directly on the telephone. Whilst you may leave us a message if we are out when you call, you cancellation is only valid when we have spoken to you directly

Number of days before the start date of your trip that we receive your telephone call to cancel	Cancellation charge
More than 56 days	Full deposit
29 to 56 days	50% of the total cost or full deposit whichever is greater
15 to 28 days	75% of total cost
8 to 14 days	90% of total cost
7 days or less	100% of Total cost

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 the cottage was unavailable for reasons beyond our control. We would refund all monies paid by you for the booking. Our liability would not extend beyond this refund.

Arrival – The cottage will be available to you for check-in between 4pm and 8.00pm on the day of arrival, unless otherwise arranged. If you arrive late, you may not be able to check in until the next day. We appreciate it if you could let us know of your ETA. If you have not arrived by 12.00pm on the day after your due arrival date we will presume that you have cancelled your booking.

Departure - On the day of departure, we kindly request that you vacate the cottage by 10.00am to allow us time to prepare it for our next guests. We expect the accommodation to be left clean. If, in our opinion, additional cleaning is required, you will be liable to us for the cost of this cleaning

During your stay - Any item taken from the property without our consent will be charged for. Lost keys will incur a £100.00 charge

Behaviour - You and all members of your party agree:

- to keep the property clean and tidy;
- to leave the property in a similar condition as you found it when you arrived;
- to behave in a way at all times while at the property which does not break any law;
- not to use the property for any illegal or commercial purpose;
- not to sublet the property or any part thereof or otherwise allow anyone to stay in it who we have not previously accepted as a member of your party;
- Not to behave in anti-social manner, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of others
- If you bring pets, to follow our terms for pets – see separate sheet

Maximum occupancy - You also must not allow more than 6 persons to stay overnight in the property (plus a baby using the cot). You cannot arrange for visitors to the property without our advance consent. You must not hold events (such as parties, stag/hen do's, celebrations or meetings) at the property without our advance consent. If you do any of these things, we can refuse to hand over the property to you, or can repossess it. If we do this, we will treat this as you cancelling the booking. In these situations you will not receive a refund of any money you have paid for your booking. And we will not be legally responsible to you as a result of this situation. (This will include, for example, any costs or expenses you have to pay due to not being able to stay in the property, such as the cost of finding other accommodation.) We aren't under any obligation to find any alternative accommodation for you.

Damage

You are responsible for and agree to reimburse us all costs incurred by us as a result of any breakage or damage in or to the property/garden which is caused by you or any members of your party, including dogs, or any other persons invited into the property by you.

Right of Entry

We are allowed to enter the property (without letting you know first if this is not practical or possible) if special circumstances or emergencies happen

(for example if repairs need to be carried out) or if you break any of these booking conditions, our own terms and conditions or any other terms that apply to your booking and/or the property. We are allowed to enter the property to inspect it (including but not limited to where you have complained about the property). If this happens, you will be given reasonable notice first.

You agree to allow us or our representative (including workmen) access to the property as required by this clause.

Unreasonable

behaviour

We can refuse to hand over the property if the unreasonable behaviour of anyone in your party is likely to cause offence to other guests, to us or to neighbours, or if we have reasonable cause to believe you or any member of your party will cause damage or loss to the property, its services or facilities. If this happens, the contract between you and us will end and you will not receive any refund and neither we nor will we have any further responsibility to you.

We can end a stay after the keys have been handed over, if the unreasonable behaviour of anyone in your party (including anyone invited into the property by you) is likely to spoil the enjoyment, comfort or health of other guests, residents, neighbours or members of staff or where you or any member of your party (or anyone invited into the property by you) has broken or is likely to break any of these booking conditions, our terms and conditions or any other terms and conditions applicable to the property which you have been told about. If this happens, you will have to leave the property immediately and no refund will be given. You may also be responsible for any costs the owner has as a result of your behaviour as set out previously

Special

requests

If you have any special requests, you must let us know when you make a booking. We cannot guarantee that any request will be met. If we fail to meet any special request, it will not mean we have broken your contract.

Complaints

We want you to have a lovely holiday, so please contact us immediately if any problem arises so that we can resolve it out as quickly as possible. It is often extremely difficult (and sometimes impossible) to sort out difficulties properly unless we are told promptly. In particular, complaints which

would only be temporary (for example, complaints on how the property is prepared or the heating not working) cannot possibly be investigated unless registered during your stay

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