



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:-

Ysgubor is a holiday cottage for individuals / family groups only. We do not accept groups for stag/hen or any other party occasion, meetings or groups of work colleagues. If we believe, on arrival or during your stay that this is the case the contract between you and us will end and you will not be admitted to the property / asked to leave and will not receive any refund and neither will we have any further responsibility to you

**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** - If you use a credit or voucher from a cancelled / transferred booking as your full or part of your deposit or balance, this is treated as a new booking and will be subject to standard cancellation conditions. Credits / Vouchers are valid on stays up to 12 months from the arrival date of the original booking from where the credit/voucher originated. For complimentary stays, if you will be unable to reschedule the dates of the new booking and if the complimentary booking is cancelled for whatever reason we will not be able to offer a replacement booking

### WiFi Provision

We have to rely on 4G for our wifi but the service isn't 'unlimited' – whilst we allow a good amount of data for our guests, it equates to about 2 hrs of streaming per day (about a full length film) for all your devices. If you feel you may use more than this, please contact us and we can arrange more data for you during your visit – this will incur a cost, of course

**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 any allergies 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, your cancellation is only valid when we have spoken to you directly. A £25 admin fee is charged for any cancellation

<b>Number of days before the arrival date of original booking if new arrival date is closer</b>	<b>Cancellation charge</b>
More than 56 days	Full deposit
43 to 56 days	50% of the total cost or full deposit whichever is greater
42 days or less	100% of Total cost  In all cases we will do our best to relet the property so we can then refund you as much as we can, less the admin fee, any additional expenses or additional commission/reduction in price

**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 net monies we have received for the booking less a £25 admin fee. Our liability would not extend beyond this refund.

**Arrival** – The cottage will be available to you for check-in between 4.00pm 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 at the latest to allow us time to prepare it for our next guests. We expect the accommodation to be left clean and tidy. If, in our opinion, additional cleaning is required, you will be liable to us for the cost of this cleaning. Please ensure to tell us about any breakages / damage prior to departure

**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. 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

### **Electric Vehicles**

Please note that we do not have a charging point for electric cars, and guests are not permitted to use the domestic electricity supply to charge cars. This is a safety issue and could invalidate our insurance. However, we do have charging points in the area and you can find a map of these at Zapmap

### **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 workpeople) 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 if the heating not working) and 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

**Covid-19** - To comply with Welsh Assembly Government guidelines, you will need to provide us with the full name, address and telephone number of all guests upon booking and update us if these details change prior to arrival. If we wouldn't normally have these details, they will be held for 21 days after your booking to aid the test/trace procedures

Guests must be from the same household 'bubble'/group if this government guidance is in place on your arrival day

Our First Minister, Mark Drakeford, has asked guests coming to Wales to use the free Covid lateral flow tests prior to and during their stay to help protect our community. We may ask for evidence of a negative lateral flow test or vaccination evidence on arrival from all guests. This must have been taken within 24hrs of arrival

Your whole party must arrive Covid 19 symptom free (no dry cough, high temperature or loss of smell/taste or any other symptoms the government subsequently name) If we believe any of your party arrive with any of the above symptoms we reserve the right to refuse you entry to the property and we will treat your booking as cancelled by yourselves

If you or any of your party are required, as part of track/trace/protect or 10/14 day quarantine for persons coming from overseas or other local government system or lockdown, to 'self isolate'/quarantine/remain in home area or in a tier which advises you to remain in your home area, this must be done at your own home and you must cancel your booking / return to your home address. We will treat your booking as cancelled by yourselves. If you do not cancel your booking yourselves we will refuse your admission to the property and your booking will be treated as cancelled by yourselves.

Cancellations due to Covid-19 are treated in the same way as all other cancellations – see paragraph above

If any of your party develop any of the above symptoms whilst here you must inform us, curtail your stay immediately and return home then inform us as soon as possible whether your Covid-19 test is positive or negative. You will be charged £250.00 for deep cleaning. If it is impossible for you to return home you will also be liable for any lost revenue and additional costs we may incur. We reserve the right to amend these conditions to adhere to UK or Welsh Government rules/laws if these change prior to you arrival

As guidance / rules change these policies may be updated and you will be obliged to accept the most recent procedures at the time of you stay with us