

Tŷ Haf, St Davids – Terms and Conditions

Tŷ Haf Terms & Conditions

The small print in any agreement can be dull, but please read our booking terms and conditions as well as the risk assessment. They are:

The Agreement

The rental conditions are between the hirer (guest) and the owners. The contract is deemed to have been made once the guest has paid a deposit and the owner has sent a confirmation of the booking.

The lead guest must be 18 years or older at the time of booking. Bookings cannot be accepted from parties of young people under 18 years of age.

Booking

Tŷ Haf must be used for holiday purposes only. The person making the booking, the guest, as stated on the booking form, certifies that they are authorised to agree to the booking conditions on behalf of all persons included in the booking. They should ensure that all guests are aware of the booking conditions.

Only the number of guests agreed at the time (maximum of five adults/children and a baby) of booking will be able to stay in the property unless otherwise agreed in writing by the owners. The owners or representatives reserve the right to decline any booking or refuse entry to the entire party if this condition is not observed.

Provisional bookings can be made by email. The booking form must be signed and returned, together with a minimum deposit of **25%** of the rental total, as soon as possible, to secure the booking.

Final Payment

The balance of the rental is **due no later than 56 days (8 weeks)** before the holiday commencement date. If your holiday begins within **56 days (8 weeks)**, you must pay the full rental amount at the time of booking. Payment can be made by electronic transfer. Please ask for details.

If a guest fails to pay their balance by the due date, the booking will be cancelled and the deposit retained.

Prices

We reserve the right to amend our prices without notice. We guarantee that the price we quote for your holiday will not increase once we have accepted the booking.

Tŷ Haf, St Davids – Terms and Conditions

The price charged is fully inclusive of electricity, gas, freshly laundered towels, and bed linen (sheets, pillows, cases and duvet covers) but not cot linen or beach towels. The price includes the first basket of logs for the wood burner (winter) and Wi-Fi.

A complete inventory will be supplied on arrival. This should be checked upon arrival, and any missing items should be reported to us within 24 hours.

Arrival/Departure

The booking runs from **4.00 pm** on the day of arrival until **9.30 am** on the day of departure, unless otherwise agreed by the owners or their representative. This will allow for cleaning and any necessary maintenance to take place. Guests on arrival will find Tŷ Haf ready for occupation and prepared to a high level of cleanliness.

Cancellation

We strongly recommend that you take out holiday insurance to cover the risk of cancellation.

If the guest wishes to cancel the booking for any reason, the guest should advise the owner immediately. If a guest cancels after the full amount has been paid, we will endeavour to re-book the week or weeks concerned, without obligation to the guest, and, if successful, we will return the 75% balance.

If we are unable to re-book within 8 weeks of the holiday, the guests will be bound by this agreement to pay us in full for that booking or having paid, will forfeit the full amount. We will always refund monies (less the 25% deposit) if we can re-book Tŷ Haf; however, if we can't, we are not able to make refunds for cancellations within 8 weeks of the start of your holiday.

Should the guest cancel the booking more than 8 weeks before the start date, the guest will forfeit the 25% deposit.

If we, the owners of Tŷ Haf, need to cancel the booking, we will refund in full all monies paid to us by you. Responsibility and any financial liability of Tŷ Haf shall be limited to the return of monies received if the accommodation is not available due to circumstances beyond our control.

Pets

Pets are only accepted by arrangement. Well-behaved pets, including dogs, are welcome. An additional charge of £25 per dog will be made to cover any extra cleaning. Any agreement to allow pets into Tŷ Haf is conditional and under no circumstances are they to be allowed into the bedrooms. Pets should not sit or lie on the sofas, chairs or other soft furnishings. Please bring your pet blankets, bedding and crates.

Tŷ Haf, St Davids – Terms and Conditions

Pets are permitted on the condition that they do not foul in the garden areas or near Tŷ Haf. The pet owner is responsible for cleaning up any mess caused. Pet owners must also cover any additional cleaning costs required on the property or in the garden. Failure to clean up after their pets will incur a surcharge. Upon departure, all parts of the accommodation should be left in a clean and tidy condition, as found upon arrival. A cleaning fee of £50.00 will be charged if Tŷ Haf is left unclean or is below the standard expected.

For the consideration of others, pets must always be kept under strict control and not be left unattended on the property at any time. Pets can become anxious in unfamiliar surroundings, which could result in damage.

Do not allow your pets to cause any annoyance, become a nuisance or intimidate occupants of adjoining properties.

Failure to comply with these conditions will result in the booking contract being terminated, and you may be asked to remove the pet from the premises.

The breed/type and number of dogs must be declared at the time of booking. Please note that the owners reserve the right to refuse certain breeds of dogs.

Fire Safety

Tea lights and candles are **NOT** to be used in Ty Haf.

Due to the increased risk of fire, Electric Bikes (eBikes) and Electric Scooters (eScooters) are NOT permitted to be stored within Ty Haf or the garage area.

There is strictly no smoking within Tŷ Haf.

Charging an Electric Vehicle (EV) using a standard 3-pin granny charger is not permitted at Ty Haf. Charging an EV from a standard socket may pose a significant risk, such as overheating and is a fire hazard.

Other conditions

Guests should not cause nuisance or annoyance to occupants of nearby properties. If, in the opinion of the owner or their representative, any person is not suitable to continue occupying the property (due to unreasonable behaviour, damage, or nuisance to other parties), the contract may be treated as discharged, and the owner or their representative may repossess the property immediately. The guest will remain liable for the whole cost of the rental, and no refund shall be due.

The owners or their representatives may need access to the property to carry out any urgent maintenance. If access is needed, the owners or their representatives will try and give you reasonable notice of this.

Tŷ Haf, St Davids – Terms and Conditions

The guest is responsible for Tŷ Haf and undertakes to take all reasonable care of it. They will keep it secure, in a clean and tidy condition, and report any breakages or damage to the owner or their representative. The guest agrees to make adequate payment to cover any loss or damage before departure.

On departure, all parts of the accommodation must be left in a clean and tidy condition, as found on arrival. A cleaning charge of £50.00 will be made should Tŷ Haf be left in a condition that does not meet this standard.

The Broadband connection speeds and mobile phone reception cannot be guaranteed.

EV (Electric Vehicle) Charging

A dedicated untethered electric vehicle charging point, a 7 kW Type 2 socket, is available at Ty Haf for guest use.

1. The charger is provided for the exclusive use of guests staying at the property during their booked period only.
2. You park your vehicle at your own risk, and neither the owner nor their representatives accept any liability for damage or theft.
4. Use of the charger is entirely at the guest's own risk. We accept no liability for any loss, damage, or injury to you, your vehicle, or any third party arising from use of the charger.
5. You must use only a compatible cable in good condition that meets current UK safety standards (BS EN 61851 or equivalent).
6. The charger must not be used if damaged, faulty, or if you suspect any issue — report any problems immediately to us.
7. Use of the EV charger is subject to a metered charge. The Voltshare pay-as-you-go 7kWh untethered EV charger. You can download the Voltshare app or scan the QR code to initiate charging. Rates are set to be comparable to supermarkets. Please follow the instructions on the panel above the EV charger. Information is also provided here for you to contact if there is an issue with the EV charging unit. We cannot be held responsible for any issues arising from this unit.
8. Charging is charged at £0.55per kWh (metered).
9. Only electric vehicles may be connected — no other appliances or vehicles.
10. Under no circumstances may domestic 3-pin "granny" chargers, extension leads from inside the property, or any non-dedicated charging equipment be used. Such use is prohibited and constitutes a serious safety breach.
11. You are responsible for any damage to the charging equipment or property caused by your misuse or negligence, and you agree to reimburse us for repair/replacement costs.
12. We do not guarantee the availability of an EV charger, and unavailability of the EV charger shall not constitute a breach of the Booking Terms and Conditions. Information regarding the nearest

Tŷ Haf, St Davids – Terms and Conditions

public charging points will be made available where possible. We do not accept liability for any consequence arising from the failure of the EV to charge.

13. Please visit websites like Zapmap or PlugShare for information about local public EV charging points.
14. We reserve the right to suspend or withdraw charger access without notice if we reasonably believe there is a safety risk or misuse.

Complaints procedure

Every effort will be made to ensure that you have a thoroughly enjoyable and memorable stay at Tŷ Haf. If you have any cause for complaint, you must contact the owner or their representative immediately, so that any concerns can be resolved there and then. We cannot subsequently consider any complaints or enter any correspondence about them unless this procedure has been followed.

If there is a problem with any appliance, fixture or fitting, guests must report this to the owner or their representative, who will ensure, within a reasonable time, that this is repaired, or alternative arrangements made. Under no circumstances should any guest attempt to repair the property or its contents.

Personal Information

All personal and other information and details collected by us will not be disclosed to any third party and will only be used to communicate with guests.

Liability

While every effort is made to provide you with the amenities advertised, no liability will fall on the owners in the event of any restrictions or loss of services outside the control of the owners, for example, power cuts or loss of water supply. The owner cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, gas and electrical services or exceptional weather.

Tŷ Haf or their representatives are not to be held responsible for damage to or loss of any valuables or property left on or around the premises at any time. We recommend that you obtain appropriate holiday insurance or that your household insurance will cover any loss or damage to personal belongings and valuables while you are away from home.

All guests, their families, friends and visitors must ensure that they take all reasonable steps to ensure their safety and that of others whilst on the property. It is the guest's responsibility, particularly parents with young children, to inspect the property and grounds immediately on arrival and note any possible hazards. Please check the layout of Tŷ Haf so that in an emergency, you can get out as quickly as possible. The owners will not accept responsibility for any injury caused whilst in or around the property.

Tŷ Haf, St Davids – Terms and Conditions

The owners or their representatives cannot be held responsible for any disturbance that affects the guest's enjoyment of Tŷ Haf, which is beyond the owner's control.