

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 and 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 despatched a confirmation of the booking. The guest must be over 18 years old 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 stated at the time of booking will be allowed to stay in the property unless otherwise agreed in writing by the owners. The owners or their 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 phone, letter or email. The booking form must be completed, 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 commencement date of the holiday. If your holiday begins within **56 days (8 weeks)** you are required to pay the full rental at the time of booking. Payment can be made by electronic transfer, please ask for details.

Where a guest fails to pay their balance by the due date the booking will automatically be cancelled and the deposit retained

Prices

We reserve the right to change our prices, without prior notice. We guarantee that the price we quote for your holiday will not increase once we have agreed to accept your booking.

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The price charged by us 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. Cots and high chairs will be provided on request.

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

Arrival/Departure

The period of 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 by telephone, followed by a confirmatory letter/email. If a cancellation is made by the guest 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 payment.

If we are unable to re-book within 8 weeks of the holiday, then 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 you need to cancel with more than 8 weeks to the date of the booking then 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 that under no circumstances are they to be allowed into the bedrooms.

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Pets should not sit or lie on any of the sofas, chairs or other soft furnishings. Please bring your pet blankets, bedding and crates.

Pets are accepted on the condition that they are not allowed to foul in the garden areas or the vicinity of Tŷ Haf. The pet owner will clean up any mess caused. Pet owners are responsible for any extra cleaning that may be required, either on the property or in the garden. Failure to clean after their pets will result in a surcharge. On departure, all parts of the accommodation must be left in a clean and tidy condition, as you found it on arrival. A cleaning charge of £50.00 will be made, should Tŷ Haf be left uncleaned or below this standard.

For the consideration of others, pets must be kept under strict control at all times and not be left unattended on the property at any time. Pets can become anxious in unfamiliar surroundings and cause 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 render the contract 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 a fire being caused by Electric Bikes (eBikes) and Electric Scooters (eScooters), these are **NOT** allowed to be stored within Ty Haf or the garage area.

There is strictly no smoking within Tŷ Haf.

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 their occupation of the property (because of 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.

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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 you found it 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.

Complaints procedure

Every effort will be made to ensure that you have a thoroughly enjoyable and memorable stay at Tŷ Haf. However, if you have any cause for complaint we are anxious that remedial action is taken as soon as possible. You must contact the owner or their representative immediately, while still staying at Tŷ Haf so that any concerns can be resolved there and then. We cannot subsequently consider any complaints or enter into any correspondence about them unless this procedure has been followed.

If there is a problem with any appliance, fixture or fitting, it must be reported 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 repairs to 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 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

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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.

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.