

## Felin Wrdan Cottages Terms and Conditions

**Booking:** The Guest who makes the booking is deemed to have agreed to these Terms and Conditions will be responsible for all persons included in the booking and should ensure that they are all aware of these Terms & Conditions. We reserve the right to decline any booking or refuse to hand over a key to any person who has not complied with these Terms & Conditions.

**Payment:** For bookings made more than 8 weeks before arrival, a deposit (part payment) of 25% of the total cost of the holiday is required. The booking is not treated as definite until the deposit is paid. The balance is due 8 weeks before the holiday commences. For bookings made less than 8 weeks before arrival, the total amount is payable in full on booking.

The Guest agrees to pay the balance of the payment EIGHT (8) weeks before the holiday is due to start. Email reminders are sent, but delivery cannot be guaranteed. Where a Guest fails to pay their balance by the due date the booking may be cancelled and the deposit retained.

**Cleaning:** The Guest is responsible for leaving the accommodation in good order and in a clean condition; otherwise a cleaning charge will be levied. Please note that the convention for UK Holiday cottages is that Guests are expected to leave the property in a similar state to which they find it (reasonable cleaning excepted). Please abide by this convention so we can continue to provide good value for Guests.

**Number of People using Holiday Accommodation:** We only permit the Guest and members of the Guest's party (but no one else) to occupy the property for holiday purposes only. The Guest must declare the correct number of additional Guests during booking and, if this changes, must inform the us before the rental commences of any change. No more than the maximum number of persons stated on the website may occupy a property unless by prior written agreement with the Agent or Owner. Extra charges may be applicable if the number of Guests differs from the number on the booking.

**Arrival/Departure:** The properties (unless otherwise stated in the property details) are available for occupation from 5.00 pm on the first day of the holiday and must be vacated by 10.00 am on the last day.

**Cancellation or Changes by the Guest:** Once the holiday is booked the Guest has entered into a legally binding contract. If the Guest cancels, for whatever reason (including medical and weather related), then no refund of the deposit will be due, and within 6 weeks of the holiday no refund of the full balance is due. Cancellations can be actioned by contacting us directly via phone or email.

It is **recommended and expected that the Guest will have or will take out a holiday insurance policy** (which includes cancellation insurance covering sickness and unavoidable reasons for cancellation) prior to their stay.

**Pets:** The Guest may only bring such pets as are booked in by the Guest at the time of booking. A charge will be made per pet. One pet is only permitted in Storws. Not all properties accept pets; if property details on the website stipulate no pets then this is binding within these Terms & Conditions. Pets must be well-behaved and should not be left unattended in the property. They are not permitted in the bedrooms or on any furniture in the property. If damage or extra cleaning is caused by pets the Guest may be billed for that charge. 'No Pets' in a description may not guarantee that pets have never occupied the property. No garden is guaranteed as secure for dogs even if described as private or enclosed.

**Guest Responsibility:** The supervision of children, babies, dogs and any adults requiring care remains the responsibility of the Guest at all times.

Guests should put all furniture etc back to where it was at the beginning of the rental period.

Guests should not leave any items at the property and, if left, we have the right to charge for the removal, return or disposal of those items.

**Damage, Loss, Theft:** Guests agree to inform Owners of any damage or loss however caused, excluding reasonable wear and tear incurred during occupation. Guests should not remove any item from the property. We may ask for reasonable replacement costs. In the instance of damage we reserve the right to be reimbursed via the payment method provided at booking.

**Nuisance:** Guests should not cause nuisance or annoyance to occupants of any nearby property.

If, in our opinion, 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 we may repossess the property immediately. The Guest will remain liable for the whole cost of rental and no refund shall be due.

**Access:** Guests must allow us reasonable access to the property for maintenance given reasonable notice.

**Complaints:** We want you to enjoy your holiday and hopefully stay again. In the unlikely event you have cause for dissatisfaction, then please talk to us immediately, and we will make every effort to rectify the problem. We take complaints extremely seriously and will try to resolve them within reason. We appreciate feedback on the form we provide.

**Liability:** We 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, electrical services, exceptional weather or other factors outside our control.

No responsibility is accepted for loss or damage of property (including pets) vehicles or vehicle contents belonging to the Guest or any member of the party during their occupancy.

The maximum liability accepted will be the total cost of the holiday as paid by the Guest. No other expenses such as travelling costs or alternative accommodation will be accepted.

**If we Cancel:** We reserve the right to refuse any booking and to cancel any bookings already made if the property is unavailable (eg through fire, flood, etc) for any reason whatsoever, subject to a full refund of all monies paid (but no further liability). We shall not be under any other liability if such cancellation occurs. In the unlikely event of a cancellation we will make every possible effort to secure alternative accommodation if required.

**No Smoking:** There is a strict **No Smoking policy** within our properties.

**Force Majeure:** We cannot accept responsibility or liability for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, or any other event outside our control.

**Waiver:** The failure by us to enforce or exercise, at any time or for any period of time, any term of, or any right pursuant to, this agreement does not constitute and shall not be construed as a waiver of such term or right.

**Miscellaneous:** The Guest agrees that the contract between us is made at our premises and that any proceedings between the parties shall be conducted in the County Court nearest to us.

### **Covid-19 Update**

We do hope that all our customers are continuing to stay safe and well.

#### ***July 11<sup>th</sup> 2020 and Bookings Beyond***

Bookings from July 11<sup>th</sup> onwards are now confirmed and we very much look forward to welcoming our guests to Felin Wrdan Cottages. In accordance with recommended guidance, the **check-in time on day of arrival will be 5pm and departure at 9.30am**. This is to allow for the property to be changed over the same day and be unoccupied for a period after cleaning before the next guests arrive. We will be providing all guests with an COVID-19 information pack prior to arrival with details of changes to our procedures and government guidelines that must be followed while staying at the property.

#### ***Government Travel Restrictions***

If your holiday is prohibited due to travel restrictions imposed by the government, we will allow you to move your booking to another agreed date. If any refund is required in these circumstances, then payment would be less any commission which we are still obliged to pay to third party agencies.

#### ***Covid-19 and Self-Isolating***

If you or any member of your party can not come on holiday due to having Covid 19 or having to self-isolate or if you have to leave early for these reasons, then the full fee for your holiday will still be payable. No refunds will be paid in these circumstances. **We strongly advise that you take out your own Holiday Insurance to cover this risk.**

#### ***Your Safety and well-being***

Your safety and well-being, as well as that of us and our cleaners and their families, is very important to us, now more than ever. In response to Coronavirus we have carefully reviewed

our housekeeping procedures and put a range of special measures in place. Further details will be emailed to you.

***Guests becoming sick or displaying signs of COVID 19 whilst staying in one of our properties.***

You must tell us straight away if you or any member of your party has symptoms of the Covid 19 virus whilst staying in our property. You will be expected to self-isolate and request a test. If it is confirmed to be Covid 19, guests should return home immediately if they reasonably can for both your own safety, our safety and local communities. If guests cannot reasonably return home (for example, because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with a health care professional and, if necessary, the local authority. Guests should follow Government Guidelines on dealing with possible or confirmed coronavirus (Covid 19) infection. If you have to self isolate in one of our properties, we regret that we will have to charge for extended occupancy.

We do not accept any responsibility for any matters beyond our control or for any COVID –19 related matters that occur whilst you are staying in the property. Additional costs will be incurred if an extended stay is required due to illness. If the guest has to stay in the property with symptoms of or confirmed Covid 19, they will be liable to pay all affected bookings as a result of their extended stay. (This covers other cancellations where other guests leave any of our adjacent properties because of the presence of a Covid 19 sufferer on site.)

This condition is consistent with up to date government guidance relating to stay in overnight accommodation.

Use of our website and services are bound in accordance with these Guest terms and conditions and our privacy policy which outlines how we use and protect your data in delivery of these services.