

Glanpant Bach Holiday Accommodation

Terms and conditions for hirers

Please read these Terms & Conditions and other relevant information carefully. All bookings will be subject to these Terms & Conditions.

In these Terms & Conditions 'you' and 'your' means all members of the party staying at Glanpant Bach during the letting period. 'We', 'us' and 'our' means Emma and Mark Chedgzoj, Glanpant, Bwlch, Brecon, Powys LD3 7HQ.

Hirer

All bookings are subject to availability and only become firm when the deposit is paid. The person making the booking (Party Leader) must be at least 18 years of age and have the legal capability and authority to enter into a contract at the time of booking. By making a booking the Party Leader confirms that they have authority to book on behalf of the party and that all other party members agree that the booking is subject to these Terms & Conditions.

Bookings cannot be accepted from parties of young people less than 18 years of age.

Your obligation

You agree to the following:

- a) To bring to our attention before departure any breakages, losses or damage caused by you to the property or its facilities so payment for or adjustment of damage deposit can be agreed.
- b) To take all reasonable and proper care of the property and leave it in a clean and tidy condition at the end of your booking. You will be responsible for any additional cleaning costs.
- c) To inform us of any problems with the facilities or services as soon as they become apparent.
- d) To permit us reasonable access to the property to carry out urgent maintenance.
- e) Not to sublet or share the property except with the persons included in the booking or subsequently included by agreement. The maximum number of persons allowed at the property is clearly stated and must not be exceeded. We reserve the right to terminate hire without notice and without refund where this condition is breached.
- f) Not to do or omit to do something which may be or become a nuisance to neighbouring properties
- g) Not to smoke or 'vape' in the property.

The person making the booking is responsible for ensuring that members of their party adhere to all their obligations and observe the letting conditions at all times.

Pets

A maximum of 1 pet is allowed at a charge of £30 per booking. If a pet is included this must be specified at the time of booking and you agree to the following:

- a) The pet must not, at any time, be left alone at or in the property.
- b) Only the number and type of pet agreed to on the booking confirmation will be allowed.
- c) The pet must not, under any circumstances, be allowed on any soft furnishings, on beds or upstairs.
- d) The pet must have their own bed or equivalent to protect floor coverings at all times.
- e) The pet must not cause annoyance, in any way, to occupants of adjoining properties, nearby farm animals or the general public.
- f) You must never allow the pet to defecate in areas where children may play. Failure to clean up after pets will be heavily surcharged.

Payment

For bookings of **two weeks or less**,

- A nonrefundable **deposit of 20%** of the total cost of the holiday is payable within 7 days of verbal or written confirmation of the booking. The booking will be held for 7 days only and if payment of the deposit is not received within this period, the booking will be deemed to have lapsed.

- The **balance is due six weeks before** the commencement of the holiday. Non-payment of the balance on or before the due date shall be construed as a cancellation of the contract by you.

Upon payment of the deposit and subject to our acceptance of the booking, you become liable for the balance of the rent for the full period of the let. Verbally confirmed bookings are deemed to be fully liable as above, and will be confirmed in writing by us. To avoid misunderstanding it should be stated that a reservation constitutes a legally binding contract.

For **bookings of more than two weeks** and up to the maximum of twelve weeks,

- A deposit of £200 is payable within seven days of confirmation to secure the booking. If the hirer decides not to go ahead with the booking prior to the due date of the first payment, this will be refunded. Once the booking commences this will be held as a damage deposit and will be refunded within fourteen days following the end of the booking less any damage caused by you to the property or its facilities.

- A **schedule for payment of the total amount** of the booking will be laid out on the Booking Confirmation and agreed / signed by both us and the hirer.

There is no extra charge for VAT on the rental price.

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Cancellation

If you wish to cancel your booking you should advise us as soon as reasonably practicable by telephone and follow this with confirmation in writing. The day of receipt of the written confirmation is the day that is deemed as the date of cancellation.

We may (but without any obligation to you) use our best efforts to obtain a replacement letting. If a replacement letting is obtained for your booked full stay we will refund to you any monies paid, less any handling charge.

If we are unable to obtain a replacement letting, we are entitled to retain all payments already paid and to recover the balance of the hiring charge. You are advised to obtain travel insurance to cover any unforeseen circumstances.

We do not expect to have to make any changes to your booking, but sometimes problems occur and bookings have to be changed or cancelled, or errors corrected. We reserve the right to do so. If this does happen it is our duty to contact the Party Leader (by telephone where possible for major changes and by post or email for minor changes) as soon as is reasonably practicable. We will inform you of the situation and refund payments already made where we must cancel as a result of our actions or those of our employees or representatives.

If the property becomes unavailable on the date booked in the absence of fault by us, then no rent will be refunded. We have no liability or requirement to pay compensation for any damage or loss as a result. We therefore recommend you take out adequate insurance.

Caring for your safety and comfort

We will make every reasonable effort to indicate possible safety hazards upon your arrival. It is however your responsibility (particularly parents and anyone with physical restrictions) to inspect the property and grounds immediately upon arrival and note any possible hazards.

You may upon arrival check the layout of the property so that you have a planned route to exit the property as easily as possible in the event of an emergency.

In addition, the property is located in the countryside which can hold its own hazards such as barbed wire in fencing and animals in fields.

Complaints

As the property is in a rural location, regular country smells and noises will not be classed as cause for complaint.

If you do have a cause for complaint regarding the property or our actions or those of our representatives, please inform us as soon as you are able. This should enable the problems to be resolved straight away. If the problem is not resolved or you remain unhappy with our response you must rely on any statutory rights you have. Any formal complaint must be in writing and received by us with 7 days of the end of your rental period.

Personal injury

We will not be liable for:

- a) Personal injury (other than resulting from our respective negligence) to you.
- b) Loss or damage to your property (incl pets).

Limit of liability

We shall in no way be liable for loss, damage or injury caused by strike, industrial dispute, weather, war or other hostility, fire, flood, riot or civil commotion, nor for any defects or interruptions to supply of electricity, water or other services. In no event shall our liability to you, howsoever arising, exceed the price paid for your holiday.

Basis of occupation

The property is used as holiday accommodation and is therefore exempt from security of tenure under the Rent Act. At the end of your booking period, you must undertake to leave the property in good order and vacate the premises on the agreed date and at the agreed time.

Arrival & Departure

One or two week bookings are normally from Friday to Friday. Unless arranged otherwise, please arrive after 3pm and depart no later than 10am.

Short breaks are as agreed between us and the hirer.

For bookings of more than two weeks and up to the maximum of twelve weeks we will mutually agree the requirements of the hirer in advance.