

Eisteddfa Country House & Cottages Terms of Booking & Cancellation Policy

J & R L CAREY-EVANS

By placing a booking with us (J & RL Carey-Evans) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

Please note: All bookings including those made online are provisional until confirmed in writing by ourselves.

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per cottage is illustrated in the cottage occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and their booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a deposit to be paid in advance, a deposit of 30% of the holiday price is payable at the time of booking. Bookings made less than six weeks before your arrival date must be accompanied by the full amount of the holiday charge.

The balance must be paid so as to arrive no later than six weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation and the client will remain liable to pay the balance of the rent.

Deposits are only refundable under the conditions set-out here within.

We also ask for a refundable good housekeeping deposit of £100 and £250 which will become payable with the balance of your stay to cover breakages and general disrespect for our properties and staff.

Payments can be made online by bank transfer, card or you may pay by cheque and you will receive an invoice with all the relevant details. Any charges raised against us by our banks for handling dishonoured cheques, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

Cancellation, Returned Deposit & Non-Arrival Conditions

We strongly recommend taking out holiday/cancellation insurance.

Guests who need to cancel a booking should contact us as soon as possible. Please let us know as soon as possible if you need to cancel by emailing jane1962@btinternet.com or by

phoning 07753 818414 or 07759 871327.

Number of days prior to holiday start date = cancellation charge (percentage of rental rate)

– 0 to 13 days = 100% of rental rate

– 14 to 27 days = 85% of rental rate

– 28 to 42 days = 65% of rental rate

– 43 days or more = Deposit.

If we can re-let your dates there will be no cancellation charge apart from a £30 administration fee.

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid and the full amount of the booking will be due. We strongly suggest that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

Check-in & Check-out

Guests must check-in and check-out by the times stated below;

Check-in no earlier than: 4:00pm on day of arrival

Check-out by: 10:00am on day of departure

WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys will incur a replacement charge per key lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, pipes, cigars, snuff or chewing tobacco, is strictly prohibited throughout the accommodation and is in accordance with the Health Act 2006.

Extra linen

Extra linen and towels will be charged at £20 per set.

Pets & Service Dogs

We welcome up to two well-behaved dogs free of charge in all our holiday cottages at Eisteddfa Country House & Cottages. Additional dogs may occasionally be permitted for an additional charge of £35 per dog per stay.

We would not like for them to be left in the property unsupervised, as we know ourselves that this can cause much distress for the pets. Please note that although we accept your dog, the gardens at our properties are not completely escape-proof.

We do expect for you to take full responsibility, and have some consideration. With this in mind, we would like for you to follow our terms and conditions and understand that we don't want to upset our future guests who may be holidaying without a pet.

Pets must be flea treated before entering the property

Pets are not allowed in the bedrooms – you must provide your own bedding for your dog to sleep on

Any droppings on the premises, including the garden, should be disposed of appropriately prior to your departure

Water/food containers must be provided – please do not use crockery belonging to the property

We know your dog will leave paw, nose and tongue prints so please clean these as and when you see them

Parking

Parking is provided at all our cottages, guests must accept that they park their vehicles at their own risk.

Your Personal Details & Privacy

Our policy surrounding the personal details you provide as part of any booking or enquiry through our website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which you can find on our website.

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

TR & J Carey-Evans

May 2020