



TERMS & CONDITIONS

Deposit

To secure your holiday dates you must pay a deposit of 20% of your total holiday price or the total amount if your booking is within 6 weeks of the start of your holiday. Bookings can be secured by bank transfer (preferred) or cheque. The booking is confirmed once we have sent your written booking confirmation. The payment of a booking deposit constitutes an acceptance of our Terms and Conditions.

Full Payment

The balance of your payment is due 8 weeks before your holiday starts, at which point we will request full payment of your holiday plus a refundable damage deposit of £100. If the full balance is not received, we reserve the right to write to you and cancel the booking.

Cancellation

Should you be unable to take your holiday due to illness etc, any refund of the deposit or balance is at our discretion. If we can re-book any cancelled dates we will refund you all monies paid minus a £50 administration fee and any financial or other discounts/offers made in order to secure a new booking. We strongly urge you to ensure you have adequate Travel Insurance in place.

Refundable Damage Deposit

At the time of the balance payment being due, the damage deposit will be required. You and your fellow guests must keep the property in good order and will be responsible for any damages or breakages. During the period of occupation, it is expected that you treat Beudy Gwyn with the respect that you treat your own home and leave the house and its fixtures and fittings in a clean and tidy condition, including correct disposal of rubbish/waste for recycling and disposal of dog mess from gardens/grounds.

Following your departure, we will take up to one week to assess the property in order to ascertain whether any damage has been caused. If damage has found to be caused, over and above what we consider to be classed as 'general wear and tear', then we will contact you with photographic evidence to explain why we are holding some or all the Damage Deposit. The deposit will be refunded to you the week following the holiday, minus any deductions for breakages or damage done to the property including any untoward expenses.

Unforeseen Circumstances

We reserve the right to refuse any booking, cancel any booking already made or cut short a booking if the property is unavailable (e.g. through fire, flood, failure of utility services etc.) for any reason whatsoever subject to a full refund of all monies paid, or partial refund should the booking have already commenced. In no event shall our liability to you exceed the rental paid for the property.

Force Majeure

We do not accept liability or responsibility 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, livestock, epidemics, acts of any government, or public authority, changes imposed by re-scheduling of airlines, ferries or any event outside our control. This list is not exhaustive.

Dogs

As dog owners and lovers we welcome all dogs of all breeds to stay. Our dog charges are £10 per dog, this is capped at £25 for the duration of the stay. Only dogs listed on the booking confirmation may stay at Beudy Gwyn. They must be over 6 months of age at the time of the holiday, house trained, clean, no bitches in season, up to date with flea prevention treatment and well behaved. They are not permitted upstairs or on any furniture in the property unless protected by throws.

If your dog is normally allowed on the bed we do make allowances if you are prepared to bring your own bedding and this is expressly agreed with us in advance. It is their holiday as well and we ask they are never left unattended at Beudy Gwyn.

Guest conduct

Only guests listed on the booking confirmation may stay at Beudy Gwyn. No more than 6 people and one baby in Travel cot (provided) may stay.

We reserve the right to revoke or refuse prior to, or during the stay, any booking from parties which we consider to be unsuitable for the property. Due respect and consideration to neighbours must be observed at all times. We also reserve the right to request a higher security deposit.

Beudy Gwyn is a non-smoking, non -vaping property.

Personal Property

We are not responsible for your personal property or that of any members of your party, during or after the rental period.

Access

Beudy Gwyn is available for occupation from 3pm on the first day of your holiday and must be vacated by 10am on the last day to let the team get the house ready for the next guests.

Babies

We provide one travel cot, one high chair and a stair gate. (No cot linen/bedding is provided)

3rd Party providers

We will not be held responsible for any 3rd party breakdowns, malfunctions or cuts of utility services such as electricity, gas, water supplies, sewage disposal although every attempt will be made to remedy a problem where possible should it occur.

In the case of television and telecommunications (mobile reception, Wi-Fi/broadband, telephone etc.) we will not be held responsible for the services to Beudy Gwyn. We expect these services to be operating as normal for all guests' enjoyment but these can be subject to interruptions in rural areas. Every line of enquiry will be made with the provider in an effort to resume service but no refund will be considered for interruptions to, or lack of telecommunications or television.

Problems or Complaints

Any problems or deficiencies in the property or it's contents must be reported to us or the caretaker immediately, or at least within 24 hours of such problems or deficiencies being discovered. On receipt of such a report, we will agree in good faith with you what remedial action should be taken. On no account will complaints be accepted or correspondence entered into where complaints are made after the end of the Rental Period, since no opportunity to take action would be possible.

Breach of Contract

If there is a breach of any of these conditions by you or any of your party, we (or our caretaker) reserve the right to re-enter the property, end the holiday and ask you and your party to leave.

Privacy Statement - We are committed to protecting and respecting your privacy

We collect information about you as part of our business process and functions. The information normally includes your name, address, telephone number, names of party members, a contact email address, payment arrangement details and special requirements such as those relating to any disability or medical condition which may affect any party member's holiday arrangements.

We do this to:-

- Process your booking
- Communicate throughout the process of booking and managing your holiday experience.
- Carry out our obligations arising from any contracts entered into by you and us
- Seek your views or comments on the services we provide
- Notify you of any changes to our services
- Send you communications which may be of interest to you, for example, sending you emails or details of future promotions and offers
- Analyse and review and for marketing purposes

Who do we share your information with?

We will pass on your personal details to individuals and organisations (such as key holders, caretaker, tradespeople), as part of our business process and functions. This is so that your holiday booking and rental may be managed and provided. We keep your information securely and do not share it with third parties other than as outlined in this statement or where permitted by law.

How do we treat your information?

All details you give to us at any time will be kept for the period of your booking, holiday and three years thereafter. We keep your information securely.