

BOOKING CONDITIONS

1. The Property known as Primrose Cottage, Pentrebach, Talybont, Ceridigion, Wales, SY24 5EH (“the Property”) is offered for holiday rental subject to confirmation by Christopher & Kate Hamilton (“the Owners”) to the persons renting (“the Client”). The Owners can be contacted on 01404 823201 or 07588817590.
2. Marie & Chris Fox of Bwthyn, Pentrebach (the “Housekeepers”), help look after the Property, welcome guests and arrange ‘change-overs’. They can be contacted on 01970 832996 or 07812 061089.

Booking and deposit

3. To reserve the Property the Client should complete and sign the booking form and return it together with payment of 25% of the total rent due (“the Rent Deposit”) to the Owners. Following receipt of the booking form and Rent Deposit, the Owners will send a letter of confirmation which is the formal acceptance of the booking.
4. The balance of the rent together with the security deposit (see clause 5) is payable not less than four weeks before the start of the rental period. If payment is not received by the due date, the Owners reserve the right to give notice in writing that the reservation is cancelled. Reservations made within one month of the start of the rental period require full payment at the time of booking.
5. A security deposit of £100 (“Security Deposit”) for the rental period is required in case of damage to the Property or its contents, or if excess cleaning (including cleaning of fireplace, BBQ or excess cleaning of oven) is required. However, the sum reserved by this clause shall not limit the Client’s liability to the Owners. Within one week following the end of the rental period the Owners will refund to the Client the Security Deposit less any deductions in accordance with the terms of this agreement.

Cancellation of booking

6. Should it be necessary for the Client to cancel a booking then the Owners must be notified as soon as possible by phone (and confirmed in writing) or otherwise by email. If you cancel within six weeks of the start date, whether or not the final balance has been paid, you are liable for the total cost of the holiday. However, if the Property is re-let we will refund the balance or equivalent, less an administration charge of £30.
7. The Client is strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party’s personal belongings, public liability etc, since these are not covered by the Owners’ insurance.

Practical arrangements

8. Please advise the Housekeepers of your estimated arrival time, which should normally be after 3pm. The Client should vacate the Property by 10am on the day of departure.

9. All bed linen, towels and tea towels are provided (excluding cot bedding). Electricity and heating costs are included.
10. Wireless broadband is available for which an additional charge of £10 per week (or £5 for 3 days) will apply.
11. No pets are permitted at the Property.
12. The maximum number to reside in the Property must not exceed Seven unless the Owners have given prior permission.

Care of Property

13. The Client agrees to be a considerate tenant and to take good care of the Property and to leave it in a clean and tidy condition at the end of the rental period. Although a final clean is included in the rent, the Owners reserve the right to make a retention from the Security Deposit to cover additional cleaning costs if the Client leaves the Property in an unacceptable condition, or does not clean the oven, fire hearth, or BBQ, if used. The Client also agrees not to act in any way which would cause disturbance to those resident in neighboring properties. The owners of the Property should be compensated for any damage and breakages which may occur.
14. The Client shall report to the Owners without delay any defects in the Property or breakdown in the equipment, plant, machinery or appliances in the Property or garden, and arrangements for repair and/or replacement will be made as soon as possible.

Caring for your safety

15. The Property is well maintained for your comfort and safety. However, the Client should take responsibility for the safety of all guests, in particular:
 - Check the layout of the Property so that in an emergency you can get out quickly and easily.
 - Familiarise yourself on arrival with the location of the fire extinguisher and fire blanket, and read the instructions on their use.
 - The wood burning stove should only be used in accordance with the instructions provided, its door kept closed and children should be closely supervised when in use. In no circumstances should anything be placed on top of the stove.
 - If you are unsure of how to use any electrical appliances, please consult with the manuals at the Property or ask the Agent.
 - Do not cover the night storage heaters.
 - Take special care when moving around the Property at night.
 - Keep children under close supervision particularly when outside, especially around steps, on the balcony, and on the patio.
 - All activities during your stay are undertaken at your own risk.

Disclaimers

16. No liability is accepted for any loss, damage, sickness or injury, howsoever caused, which may be sustained during the holiday, to any member of the party or invited persons, to any car, its contents or any other possession of the party and their guests. Guests may wish to undertake their own travel insurance cover.
17. The Owners shall not be liable to the Client:
 - 17.1. For any temporary defect or stoppage in the supply of public services to the Property, nor in respect of any equipment, plant, machinery or appliance in the Property or garden.
 - 17.2. For any loss, damage or injury, which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of the Owners.
 - 17.3. For any loss, damage or inconvenience caused to or suffered by the Client if the Property shall be destroyed or substantially damaged before the start of the rental period and in any such event, the Owners shall, within seven days of notification to the Client, refund to the Client all sums previously paid in respect of the rental period.
18. Under no circumstances shall the Owners' liability to the Client exceed the amount paid to the Owners for the rental period.

Dissatisfaction

In the unlikely event that you are dissatisfied with your accommodation, then please notify the Owners straight away and do not wait until you return home, when the chance of addressing any problems has passed.

Miscellaneous

19. The Owners or Housekeepers must be allowed access to the Property on giving reasonable notice (except in case of emergency) at any reasonable time during your stay.
20. It is possible that, during your holiday, something could go wrong. Should this happen, please contact the Owner during your stay.
21. This Agreement shall be governed by and construed in accordance with the law of England and Wales.

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