

## Terms and conditions 2012

1. Initial payment – to secure a booking an initial deposit of 30% of the weekly rent (minimum £50) to be paid within 1 week by cheque or internet banking.
2. Once the deposit is received, an acknowledgment will be sent to you by post or email to confirm the booking. The deposit is non-returnable.
3. Balance – to be paid 6 weeks before arrival.
4. If booking 6 weeks or less before your holiday the full amount is to be paid when booking.
5. If paying by internet banking / bank transfer customers are responsible for bank charges incurred when changing from other currencies eg euros to sterling.
6. Arrival – The cottage will be available from 3 pm onwards – the accommodation is owner maintained and serviced.
7. Departure time is by 10 am, to allow the necessary time to prepare and maintain the accommodation for the next visitors.
8. Any breakages must be replaced or adequately compensated for.
9. Guests to leave the cottage in the same condition as it was found.
10. Complaints should be taken up with the owner immediately so that they can be rectified.
11. The price includes central heating and electricity outside of winter months. There is a £15 heating supplement for holidays taken between 1<sup>st</sup> October and 1<sup>st</sup> April.
12. A double duvet and ample pillows are provided along with bed linen for one double bed.
13. Towels are **not** provided unless requested. Extra linen charge £5.
14. Whilst we have in force appropriate insurance for public liability, responsibility cannot be accepted for your personal effects – all normal and proper precautions should be taken to safeguard your property.
15. We operate a **no smoking** policy in the cottages.

### Cancellation Policy

1. The guests remain liable for the full balance if they are cancelling 6 weeks or less before the holiday start date.
2. In all other cases the initial deposit is retained.
3. It is advised for guests to find their own holiday insurance.

### Access Statement

**Ty Hebog** - There are two steps from the entrance hall down to the kitchen/diner. There is an open tread staircase to the balcony bedroom. Please note there are low beams in this cottage. Small children have to be closely supervised at all times.

**Ty Pren** - There are 6 steps on the path leading down from the car parking space to the cottage. Three steps into the cottage and four steps from the patio doors down onto the patio area.

**Ty Felin** - There are two steps on the narrow path leading to the cottage. One step into the cottage and one step down from the lounge to the kitchen/diner. The Bedroom and shower room are on the ground floor

### Pets

We do welcome one well behaved pet in Ty Hebog cottage only and ask for these conditions to be adhered to – thank you.

- Pets to be kept under control at all times.
- Pets must not be left alone inside or outside the cottage.
- Please bring a basket for your pet to sleep in.
- Pets must not be allowed on the beds or furniture.
- All fouling of lawns and paths must be removed immediately.
- Please ensure that your pet has been wormed and is free of fleas.
- There is a £10 supplement for pets.
- All pet hairs must be well cleared up before leaving.