

# *Luxury Anglesey Cottages*

## Terms and Conditions

In these terms and conditions, 'you' and 'your' means all people named on the booking form (including anyone who is added or replaced at a later date by written consent).

'We', 'us', 'our' "the owner" means Mr & Mrs G Bowyer trading as Luxury Anglesey Cottages.

When you book a property with us you enter into a contract.

## Booking

You, as the person in charge of the party (the party leader), must be over 21 years old at the time of booking. By making the booking, you confirm that you are authorised to make the booking and that all other members of the party agree that the booking will be governed by these terms and conditions. You are responsible for making all payments due to us. All bookings depend on the property or properties being available, receipt of relevant payments and a fully completed booking form.

Upon receipt of a deposit or full payment, written confirmation will be sent to you either by email or by post showing your booking details, the balance payment amount and date it is due to be paid. The contract with us begins upon issue of the written confirmation. Upon receipt of the written confirmation you must check all details are correct and immediately inform us if anything is not correct. We reserve the right to refuse a booking prior to issuing booking confirmation.

We would not expect to make changes to your booking, but circumstances (e.g. a fire) might dictate that we have to make alterations - if this does happen we will contact you as soon as reasonably possible, explain what has happened and inform you of the cancellation or change. If we have to change something (and the change is not acceptable to you) or if we have to cancel your booking, we will if possible and as soon as is reasonably practical, arrange alternative accommodation. If the alternative is not acceptable or no alternative can be found we will refund in full all monies paid and be under no other liability.

## Payment

When booking you will be required to pay a deposit equal to £100 of the holiday price by debit or credit card. The balance payment must be paid 8 weeks before your holiday arrival date. However, if you book less than 8 weeks before your holiday arrival date or book a short break we must receive full payment when you make the booking. If you pay by credit card, we will charge 2% for each payment made this way to cover costs and charges we have to pay in connection with credit-card payments. If you pay by debit card no charges apply. If you do not pay any payment due in relation to your booking by the appropriate date we are entitled to assume that you want to cancel your booking - In this case, we will be entitled to keep all deposits paid or any amount due at that date.

## Included in the holiday price

Heating, electricity, gas, and bed linen and towels are included in the cost of your holiday booking.

Included with The Cottage, Sailors Return and Return Again as starter pack of kindling and logs.

Use of the private hot tub at The Cottage and Ein Yfory is included.

## Maximum occupancy

The maximum number of people allowed to stay in the property must not exceed, under any circumstances, the number of people the property is stated to accommodate. Only the people listed on the booking form may stay in the premises and anyone who is added or replaced at a later date, but prior to arrival date with written consent from the owner. You shall not part with possession of the Property or share it, except with members of the party named on the booking form. You can only have visitors or hold events (such as parties, celebrations or meetings) at the property with the consent of the owner at the time of booking.

In calculating maximum occupancy children count as adults, except infants under the age of two who are sleeping in a travel cot.

## Arrival and Departure times

All properties are available from **3pm** on day of arrival.

The properties and car parking areas must be vacated by **10.00am** on your day of departure.

Early check in or late departure may be available during low or mid season at our discretion.

## Smoking

Smoking is not allowed in any properties. If smoking outside, guests are requested not to smoke in doorways or near open windows and not to leave any trace of smoking in internal bins or around the property. Failure to follow these rules may lead to the loss of your deposit.

## Damage, Deposit and Cleanliness

When you pay the balance or full payment a security/housekeeping/damage deposit of £100 will be added to your payment. It will be returned to you, onto the same card with which it was paid, within 7 days of departure providing no costs are incurred and the property and all items are left as found. You and all members of your party agree to take care of the property, and to leave the property clean and tidy with all its contents in a similar condition and place as found when you arrived.

Any issues should be notified immediately to prevent any dispute.

You agree to behave in a way at all times while at the property which does not break any law or disturb neighbours. You and all members of your party also agree not to use the property for any illegal or commercial purpose, including subletting it or otherwise allowing anyone to stay in it who are not named on the booking form. You are responsible for any breakage and/or damage to the property and or/its contents along with any extra costs, including cleaning, that may result - which are caused by you or any members of your party. We can ask for an extra payment from you to cover any related costs. We can refuse to allow you into the property or ask you to leave if we believe you or any member of your party are behaving illegally, or that any damage is likely to be caused, has been caused or is being caused by the behaviour of you or any members or your party. We will treat these circumstances as a cancellation by you and no refund will be given.

## Children

Children are welcome at all of the properties but must be accompanied/supervised at all times.

The Cottage and Ein Yfory are located on our working smallholding, children must be accompanied when around the smallholding and must not be allowed to climb on or play with any farm equipment.

## Pets

Pets are allowed in The Cottage and Sailors Return. Pets are not allowed in Ein Yfory or Return Again.

In making this service available we are relying on you to keep your pets under strict control at all times.

Pets are allowed only with permission at time of booking and are charged at £20 per pet per stay.

Pets are not allowed in any bedrooms or on any furniture or beds. Pets must NEVER be left alone in the property or its garden.

## Change of Holiday Dates

A change of holiday dates is not ordinarily accepted but in exceptional circumstances a change of holiday dates may be accepted where possible, subject to a minimum administration fee of £35.

## Cancellations

To cancel your booking, you must telephone us as soon as the reason for cancellation occurs. You must immediately confirm your cancellation in writing by email or post. The day we receive your written cancellation is the date on which your booking is cancelled.

If the written confirmation is received greater than 8 (eight) weeks from the start date of the holiday booking, then only the deposit shall be retained. If the written confirmation is received by us 8 (eight) weeks or less from the start date of the holiday booking, then the full rental payment shall be retained, or alternatively be payable by you. **We strongly recommend that you take out holiday insurance which includes holiday cancellation.**

However if you are forced to cancel the booking please let us know as soon as possible, because if a replacement booking can be secured all payments minus a £35 administration fee will be returned.

## Problems and Complaints

If there is any problem or issue with anything in the property please let us know as soon as possible so that we can get it resolved as promptly as possible. However, if you believe it necessary to complain about anything to do with the property, you must inform us immediately so as to allow us the opportunity to investigate the matter/s and where possible resolve them. Under no circumstances will complaints be acceptable or any compensation be considered or made for complaints made after your holiday has ended, when you would have denied us the opportunity of investigating the complaint and endeavouring to put matters right during your stay.

## Access

The owner or their representatives (including workmen) are allowed access to the property at any reasonable time during your stay. In an emergency, or if a problem needs sorting out quickly and you cannot be contacted in time, the owner can enter the property at any time without giving you prior notice.

## Price changes

We reserve the right to amend prices quoted due to errors, omissions or changes in the VAT rate.

## Liability

We cannot accept liability for any injury, accident, damage, loss, expense or inconvenience, whether to person or property including cars, which you or any of the people on the booking form or any other persons may suffer or incur that arise out of the holiday property booked with us, or is in any way connected with it.

## Breach of Contract

If there shall be a breach of any of these conditions by you or any member of the party we reserve the right to refuse to hand over the property to you, or enter the property and repossess it terminating your booking immediately. If we do this we will treat this as a cancelled booking and you will not receive a refund of any money you have paid for breach of contract.