



Terms & Conditions We – Glanyravon Holiday Cottage/the property owner You – the guest

General

This is a legally binding contract between the property owner, Glanyravon Holiday Cottage and the holidaymaker. The property owner is also referred to as "we" and "us".

The guest is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property referred to being, Glanyravon Holiday Cottage.

Standard Booking

- Bookings are for a minimum of 2 nights.
- A deposit of £50 is required and must be paid within 7 days of booking, if the deposit is not paid the booking will become available.
- Full booking balance must be paid 45 days before arrival.
- The deposit will be refunded according to the cancellation conditions.
- If the booking is cancelled 30 days or less before arrival, then a charge equal to 40% of the stay will be made.
- If the booking is cancelled 1 days or less before arrival, then a charge equal to 100% of the stay will be made.
- In the event of a no show the full cost of the booking is charged.
- We ask that you are respectful of the neighbouring properties, wildlife and farm stock.
- The maximum number of people entitled to stay at this property is 2 and furthermore, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the guest and his/her party will be asked to leave immediately without any refund. Sub letting or assignation of the let is prohibited

Short Notice Booking – 14 days or less before arrival

- Bookings are for a minimum of 2 nights.
- A deposit equal to the total cost of the booking is required.
- The deposit will be refunded according to the cancellation conditions.
- If the booking is cancelled, then a charge equal to the full booking amount will be made.
- In the event of a no show or booking reduction (after arrival date) the full cost of the booking is charged.
- We ask that you are respectful of the neighbouring properties, wildlife and farm stock.
- The maximum number of people entitled to stay at this property is 2 and furthermore, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the guest and his/her party will be asked to leave immediately without any refund. Sub letting or assignation of the let is prohibited

Pricing

- The price you pay when you make your booking is the price you will pay for your stay.
- We may run special offers from time to time which may mean the price is higher or lower than the price you have paid.
- We may offer you special offers for return visits or to extend your stay. These will be on a booking-by-booking basis.
- Promotions may or may not be applicable to you and your stay.

Check in/out

- Check In is from 3pm on the first day of your stay – However, if you can check in earlier, we advise you of this. We will advise you of the key safe code before your arrival.
- Check out is by 10 am on the final day of your stay – However, if you can check out later, we will advise you at the start of your stay. Please ensure you leave the key in the key safe before you leave. Please check you have all your belongings and have turned off all the lights.
- We would like to think the guest and party would treat the property as they would their own home and at the end of the holiday the property is left in a clean and tidy condition. The property owner retains the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday

Pets

- A maximum of 2 pets can stay in the cottage.
- Pets must be house trained and We ask that you clean up after them and that you dispose of any faeces in the bin provided.
- Please keep dogs on leads around the property and when walking locally. If we find you are not adhering to this request, we will treat this as a breach of the booking agreement and you will be asked to leave with no refund applicable.
- A charge of £20 per pet, per stay is chargeable. This may be subject to change.
- There are local vets listed in our welcome pack should you be in the need of one.
- Pets must not be left unaccompanied in the property at any time and must not be allowed on the beds or furniture. The guest shall be liable for all damage caused by his/her pet or any pet belonging to the holidaymaker's party. A charge will be made for any additional cleaning required. The property owner cannot be held responsible for any accident or injury to a pet during their stay.

Smoking

- Please note that this is strictly a No Smoking/Vaping property.

Group Size

- Our cottage is for a single person or couples to stay.
- We do not allow Children to stay.

Damages.

- At booking we ask that a £100 refundable deposit is paid which is refundable 7 days after your stay ends. This is to cover possible damages caused during your stay. If the damage exceeds the £100 we will notify you and agree an outcome.
- Please advise us of any damages as soon as possible during your stay. We will discuss this with you and come to a mutually agreeable outcome.

Promotions.

- We may run promotions from time to time that means an offer might be better than when you make your booking. We try to ensure no one is disadvantaged, however, any promotions run will have no bearing on your booking and will not be subject to any refund or discount. Unless we decide to make this offer to you.

Food

- As this is a self-catering cottage, please bring food with you.
- You can arrange for food to be delivered. Currently, Tesco, Asda & Morrisons do make deliveries to our area.
- Our nearest shops are in Llanidloes and Rhayader, where you can find Co-Op and Spar.

Feedback

- We welcome all feedback, and should you have any issues or problems during your stay, please let us know as soon as possible so that we can try and resolve these.

Issues beyond our control

- Should we encounter an issue that might affect your stay, we will contact you as soon as possible to explain the situation. We will discuss this with you and come to a mutually agreeable outcome. Should the issue mean that our holiday cottage becomes unavailable we will discuss this with you as soon as we possibly can. We will not be able to cover any expenses between the cost of your stay with us and the cost of staying elsewhere.

Liability

- The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Complaints

- Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the guest to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.
- The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

Miscellaneous

- Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.
- The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.
- The property owner is entitled to ask the guest to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable in respect of breaching any of the rules of the property.
- The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.
- The property owner reserves the right to ask the guest and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable or in breach of the rules outlined in these terms and conditions.