

# Terms and Conditions – Yr Hen Stablau, Devil’s Bridge

## Booking Conditions & Payment

All bookings are subject to confirmation.

Confirmation is sent once the guest has completed the booking form and we have acknowledged receipt of your deposit.

The balance is to be paid at least 6 weeks before your stay starts or with the deposit if your booking is within 6 weeks of the stay. All payments must be made in pounds sterling, by cheque or bank transfer.

## Arrival and Departure

Your accommodation is available to you from 4.00pm on the day of arrival, unless otherwise arranged. Please be ready to leave your accommodation by 10.30am on the day of departure, unless otherwise arranged.

## Damages and Breakages

You are responsible and liable for any breakages or damages which you or any member of your party cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to make a charge, or send you an invoice, for repair or making good if the damage or breakage is significant. We may make an additional charge if you did not report this.

If the person making the reservation is different to the person taking up the occupation the person who makes the reservation may be held responsible for non-arrival/damage or loss and a charge will be made to them.

## Liability

We do not accept liability for damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or contractors whilst acting in the course of employment. Please be aware the surrounding grounds to our properties have high walls and other safety hazards and risks, your own safety and that of your children and dogs is your own responsibility.

## Cancellation

In the unlikely event of you having to cancel your booking we are entitled to charge for the booked accommodation if it isn’t taken up; however we prefer to make every effort to re-let your accommodation. If we are able to re-let, we will refund any monies you have already paid less a £20.00 admin fee.

However, should we be unable to re-let, we regret that any payments that have been received cannot be refunded. There can also be no allowance or reduction for early curtailment of a reservation. We recommend that you take out Travel/Holiday Insurance to cover you in such circumstances.

### TV, Mobile phone & Wi-Fi

Reception can vary considerably and we cannot guarantee good reception at all times. We have, however done everything we can to ensure guests have these conveniences where stated.

### Right of Entry

If we feel a guest is abusing or damaging the property we retain the right to terminate the booking contract and to ask the guest to vacate the property. We ask that you remove outdoor shoes or boots & leave them in the porch on the tray provided to prevent soiling or damage to the carpets. Thank you.

All guests dogs must be kept out of the bedroom and must not be allowed on unprotected lounge furniture.

All the holiday properties are non-smoking premises. If a guest is found smoking inside a property they may be asked to leave without any refund of rental monies.

If you or any member of your party has any special requirements, please do let us know; we are happy to help as far as possible.