



BOOKING CONDITIONS

RESERVATIONS AND BOOKINGS ARE ACCEPTED BY GLASCOED FARM COTTAGES ON THE CONDITIONS SHOWN ON THE BOOKING FORM AND AS FOLLOWS:

1. Reservations will be made upon receipt of a non-returnable deposit of one-third (rounded up to the nearest £5 please) of the total cost of the holiday together with a booking form signed by the applicant (minimum age 18 years) who signs on behalf of all members of the party (The Holidaymaker) who will occupy the property during the period booked. We regret we do not accept credit cards to avoid increased costs and administration.
2. Payment of the balance of the total cost of the holiday booking is due eight weeks before the date of commencement. Failure to ensure that the balance payment reaches us by this date may result in cancellation of the holiday. Last-minute bookings are arranged on a cash-on-arrival payment basis.
3. Information and photographic images relating to the holiday properties has been compiled as accurately as possible. However, facilities and physical attributes may be altered or withdrawn for reasons beyond our control, and, in such circumstances, we cannot accept liability.
4. The Holidaymaker undertakes to keep the premises and all furniture, fixtures and fittings in the same state of repair and condition as at the commencement of the holiday and also undertakes to leave the property in the same state of cleanliness and order as when they arrived. The Owner of the property must be compensated by the Holidaymaker for any damage or breakages which occur and **also for any excess cleaning required on vacation**: sole interpretation of such requirement will be by the Owner. **Both cottages are designated no-smoking areas.**
5. The Owner of the property or his representative must be allowed access to the property at any reasonable time.
6. The number of persons occupying the holiday property must not exceed the maximum number stated in the property description (or indicated on the Booking Form) at any time. Unless otherwise advised, your cottage will be available at 3.00 p.m. on date of occupation and must be vacated by 10.00 a.m. on date of departure.
7. If, through personal circumstances, you find it necessary to cancel your holiday, this contract is binding and you will still be liable for the cost of the holiday. We therefore strongly recommend you take out a HOLIDAY CANCELLATION INSURANCE POLICY to cover this eventuality available from any insurance broker.
8. In the event of you canceling your holiday and, you either have no insurance, or, the reasons for cancellation are not covered by any such policy, you must still pay the full cost of the holiday. In this eventuality, we will make every reasonable effort to re-let the property for the period booked. If we are successful in re-letting the property, we will make a refund of monies paid less the deposit. Should the property remain un-let for the booked period then, as stated above, you remain liable for the full cost of the holiday.
9. We reserve the right to refuse any booking and the Owner reserves the right to cancel any booking made if the property becomes for some reason(s) beyond the Owners' control unavailable, subject to the owner returning in full any sums you have paid without any further liability.
10. If the Holidaymaker fails to observe any of the conditions, the Owner (or his representative) will have the right to require the holidaymaker to vacate the property at once without recompense.
11. The Owner of the property hired does not accept liability for any personal injury, loss, theft, or damage to property or vehicles however sustained or caused, nor for the loss or theft of money.

No pets (where permitted) may be left unattended in the property **at any time** nor are they allowed in bedrooms or on furniture. Dogs must be under direct control of their owners **at all times**. Puppies, or dogs with an aggressive nature, or who may be liable to worry farm stock are not accepted. A kennel may be available on request. We can

only dispose of biodegradable "poo bags" on site. Please bring "dog towels" in case of wet conditions.

12. The Owner will endeavour to do everything reasonable to ensure that you have an enjoyable and successful holiday: however, should a problem occur, please make representations to the Owner at the time. If the Holidaymaker vacates the property prematurely due to alleged dissatisfaction or makes any form of claim upon return from the holiday and has not followed this procedure, then no liability for any subsequent claim will be accepted or correspondence entered into.
13. Horse owners using the **equestrian facilities** do so free of charge and entirely at their own risk. It is a strict condition that any person under the age of 18 years using such facilities is supervised at all times by a responsible and competent adult member of the party. Use of the equestrian facilities does not form part of the booking contract which is limited to occupation of the holiday cottages.
14. Any dispute between the parties involved in this contract shall be settled according to the laws of England and Wales.
15. **WiFi** is available in the accommodation and is provided free of charge on request of the WiFi password and acceptance of the terms and conditions of its use (please see WiFi Terms & Conditions).
16. Use of the **Hot Tub Spa** is without charge as our guest on acceptance of the Terms and Conditions of use. Please note that it is unavailable for children less than 14 years and that an adult must supervise under-18's at all times. Generally, the spa is available between 11.00 a.m. and 21.00 p.m. daily, although it may be closed at times for maintenance or cleaning. Please read all information concerning spa use and **abide by the safety warnings at all times**. Please do not use the white cottage towels around the hot tub. We recommend you bring beach towels and bathrobes.
17. Use of the **Sauna Suite** is without charge as our guest on acceptance of the Terms and Conditions of use. Please note that it is not available for children below fourteen years and that under-18's must be supervised by an adult at all times. Generally, the sauna suite is available between 11.00 a.m. and 21.00 p.m. daily, although it may be closed at times for maintenance or cleaning. Please read all information and advice concerning sauna use and **abide by the safety warnings at all times**. Please do not use the white cottage towels in the sauna. We recommend you bring beach towels and bathrobes.
18. These terms supercede any previously issued

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