

## **Broad Terms and Conditions**

### **Thank you for considering booking a holiday at Glan Afon holiday Home**

When making this booking, you are entering an agreement with us and agree to comply with and be bound by the terms and conditions of use below.

#### **1. Your booking**

- 1.1** We reserve the right to accept or decline bookings at our discretion.
- 1.2** Your contract with us will begin when booking confirmation is issued and will be on the terms laid out therein.
- 1.3** All bookings are confirmed at point of deposit payment and we will issue you with confirmation as receipt of payment received and further details of when your balance will be due.
- 1.4** Without immediate payment of your deposit, provisional dates will only be held for 24hrs before being released.
- 1.5** You, as the person making the booking, are responsible for all members of your party.
- 1.6** You as the person booking, must be at least 21 years old at time of booking.
- 1.7** No animals are allowed at the property.
- 1.8** We can only discuss your bookings directly with you, we cannot discuss details with any other party member without your consent to do so.
- 1.9** You must notify us immediately if you or other guest show symptoms of Covid-19 during or within 10 days of your stay.

#### **2. Payment & Cancellation**

- 2.1** You must pay us 25% of the total amount payable at the time of booking.
- 2.2.** The 25% deposit is non-refundable.
- 2.3** The outstanding balance of your holiday plus security deposit must be paid 6 weeks prior to your specified arrival day.
- 2.4** Once full payment has been made, you will not qualify for a refund if you wish to cancel your booking, except under circumstances linked with Covid-19 (please see further clause). However, your security deposit will be refunded. We strongly recommend you take out holiday insurance that covers cancellations.
- 2.5** In the unlikely event we need to cancel your holiday due to reasons beyond our control, we will do our best to offer you a suitable alternative date as close to your original booking dates as possible, or if dates cannot be agreed, we will issue a full refund. We will not be held responsible for losses you may suffer as a result of a cancellation or change to your booking by us. We strongly recommend you take out adequate holiday insurance that will cover you for comprehensive cancellation reasons. We will refund any bookings (less banking service fee) that have to be cancelled due to a Covid-19 National lockdown or local lockdown directly impacting the area you live or that of the cabin's location. If either guest needs to cancel your booking due to contracting Covid-19 we will refund your booking provided certification is provided.

### 3. Smoking

**3.1** Smoking is strictly prohibited in the property. Smoking includes use of vapours and e-cigarettes. We reserve the right to cancel your booking and evict you with immediate effect. Should there be evidence of smoking within the premises your full security deposit will be retained by us to cover extra cleaning requirement costs. Cigarette ends must be disposed of responsibly.

### 4. Parties, Antisocial and Illegal Activities

**4.1** Parties and excessively loud music are strictly prohibited. We reserve the right to cancel your booking and evict you with immediate effect if we are made aware of gatherings or excessively loud music and will retain the full amount of your booking payment. Your security deposit may be retained if we incur extra cleaning costs.

**4.2** You must not use Glan Afon Holiday Home for any illegal, immoral or antisocial activity.

**4.3** You must only use Glan Afon Holiday Home for the purpose of your holiday and not for other purposes such as business without prior consent from the owners.

**4.4** You must keep Glan Afon Holiday Home, its contents and facilities clean and tidy and leave them in the same condition as when you arrived.

**4.5** No naked flame materials including candles, night –lights, fireworks, flammable, highly flammable, or otherwise high-risk liquids or gases, compressed gas cylinders, chemicals, samples, biological agents or other such materials etc., are to be brought to the property at any time. Chinese Lanterns are not permitted and are not to be released as they pose a serious risk to wildlife and crops. If this condition is not adhered to, the owner may retain some of the security deposit. Camp fires, fire pits, the use of awnings, gazebos or tents of any sort, wigwams, motor homes and caravans are strictly forbidden.

**4.6** You and your party must ensure the property is secured before leaving it during your stay and on departure, and that all keys are left in the key safe.

### 5. Log Burner Usage

**5.1** The log burner within the property will only be used as per instructions, which will be provided in the welcome book at the property.

### 6. Hot-tub Usage

**6.1** The hot-tub will only be used as per guidance provided and in your welcome book. We do not advise the use of the hot tub if pregnant, suffering with a heart condition, epilepsy, skin conditions or whilst consuming alcohol. This list is not exhaustive, and it is your personal responsibility to check if you have any other health conditions prior to use.

**6.2** Strictly no shampoo, conditioner, soap, bath salts, bubble bath or bath oil to be used in the hot tub.

**6.3** The consumption of alcohol whilst using the hot tub is strongly not advised and wholly at your own risk.

## 7. Drones

**7.1** In accordance with the Civil Aviation Authority's 'Drone Code,' drones cannot be flown within 50 metres of a person, vehicle or structure not under the control of the pilot, nor can they take off or land where the pilot does not have landowner's permission to do so. The use of drones on the property is strictly prohibited.

## 8. Damages

**8.1** If you discover anything missing or damaged on your arrival, please notify us immediately. If you do not notify us, we may assume that the damage was caused during your stay which may result in us retaining part or all your security deposit.

**8.2** Accidental damages are covered in your stay which do not arise from misuse or carelessness. Any damages that are deemed to have resulted from misuse or carelessness will result in the retention of part or all of your security deposit.

## 9. BBQ Usage

**9.1** The outdoor BBQ will be used sensibly, for the use they were intended, and with extreme caution.

## 10. Complaints

**10.1** We hope you will have no need to report a problem or to complain, however if you do wish to make a complaint, we ask that you contact us as soon as possible in order for us to address your concerns. Please phone or email us as soon as possible.

## 11. Liability

**11.1** We do not accept any liability for injury or death to any member of your party or for damage or loss to/of any party vehicle or possessions unless proven to be caused by our negligence.

## 12. Inspection and Maintenance

**12.1** Whilst respecting the reasonable privacy of the tenants, the owner or our representative reserves the right to access the property at all times, if necessary, for repairs and emergencies or if they have reasonable grounds to believe that there is or has been a breach of these conditions.

**The FULL Booking Conditions for Glan Afon will be emailed at the time of making the booking. You are asked to read them as they set out the full terms of the agreement that you will enter into when you make a booking with us.**



The “We’re Good To Go” mark signals that a tourism and hospitality business has adapted their operations in line with respective Government and public health guidance and has a COVID-19 risk assessment in place to aid staff training, social distancing and cleanliness.