



Tŷ Haf Terms and Conditions

Contract and Booking

The lead booker must be at least 18 years of age. By making a booking you confirm that you have agreed to these terms and conditions.

When you receive your booking confirmation you must check the details carefully as we shall not be held liable from mistakes that occur from you providing the wrong details.

Payment

A deposit of 30% of the total rental cost is required to secure your booking.

The remainder of the balance is due 8 weeks before the start of the rental period. If there is less than 8 weeks to go then the balance must be paid in full. Our preferred method of payment is by electronic bank transfer. Cheques will may be accepted as long as there is time for them to clear before the rental period is due to start. Payments can also be made by Paypal but an additional 2% will be made to cover the bank charges.

We will remind you when your payments are due. If any payment is not made by the due date then we will assume that you wish to cancel your booking and our cancellation terms will apply.

Check In / Check Out

You may check in any time after 3pm on your day of arrival. Check out is any time before 10am on your last day. Please let us know your estimated time of arrival.

Pets

One or two dogs are welcome. You are expected to keep Tŷ Haf free of dog hair and paw prints and not allow pets onto the furniture. Owners are responsible for any damage or extra cleaning caused by their pets.

Wi-fi

We have a rural internet connection that is suitable for checking emails and surfing the web. The internet speed may not be as fast as you are used to and you may not be able to watch films or stream programmes. The internet connection is provided free of charge, if it fails we will do everything possible to get it reconnected but we do not guarantee availability. Please use the internet responsibly and ensure that illegal material is not viewed or downloaded using our wi-fi connection.

Property Care

There is strictly no smoking within Tŷ Haf. A surcharge of £50 will be made for cleaning fabrics on evidence of smoking in the apartment.

The number of guests at any time is restricted to the number of guests as indicated on the booking form.



In the unlikely event that you discover any damaged items on arrival, you agree to inform us immediately so that we can arrange a repair/replacement as soon as possible.

We reserve the right to enter the property at any reasonable time for the purpose of inspection, repairs, etc. We will always arrange this with you in advance unless there is an emergency where quick access is vital.

During your stay, you are responsible for the contents of the property and we will pass on the cost of any damages/breakages to you (beyond reasonable wear and tear).

You agree to leave the apartment in a clean and tidy condition.

We reserve the right to request a damage deposit of £100. This will be returned to you within 5 working days of the end of your holiday provided the apartment is left in a good condition and there are no breakages/damage.

Our Liability

Under no circumstances will our liability exceed the rental paid for the apartment (apart for personal injury or death caused by our negligence).

Your booking is accepted on the understanding that the apartment will be put at your disposal on the date agreed with us. Should this not be possible due to circumstances beyond our reasonable control the rental you have paid will be returned to you in full and you will have no further claim against us.

Cancellation

If you need to cancel your booking please let us know in writing as soon as possible. We will attempt to re-let the apartment. If we manage to re-let the apartment we will refund to you any money paid minus any charges that we incur (for example re-advertisement, bank charges). If we are unable to re-let the apartment you shall remain liable for the full rent due.

We strongly advise you to take out your own holiday insurance cover to provide for this if you have to cancel.

Disclaimer

We take every care to ensure that the accuracy of property descriptions on our advertisements, website and Facebook page and that all information is provided in good faith and is believed to be correct, but they do not form part of the contract between the Owner and the Customer.

Problems & Complaints

We will make every effort to ensure that you have an enjoyable and memorable holiday. However if you have any problem or cause for complaint it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return.