**Terms and Conditions of Rental at Llys Neifion Holiday Accommodation**

We look forward to welcoming you to Llys Neifion Holiday Accommodation, however, when making a booking you are entering into an agreement with us so please take time to read and understand our Terms and Conditions. Terms and conditions apply to guests and all members of their party (including day visitors). Please ensure that each member of your party is aware of and accepts the Terms and Conditions detailed below:

The contract for a short term holiday rental shall be made between Llys Neifion Holiday Accommodation, referred to as ‘the Owner’, and the client, and will be entered into when Llys Neifion Holiday Accommodation issues the confirmation form, subject to all the following booking conditions.

1. **RESERVATIONS** –All bookings (whether on-line or off-line or through West Wales Holiday Cottages) are provisional until Llys Neifion Holiday Accommodation have confirmed booking details in writing. Bookings will only be accepted when a payment of 25% of the holiday price is paid within 7 days. Full payment for the holiday plus £150 damages money is to be paid 6 weeks before the holiday commences. For short breaks or bookings made within 6 weeks of the rental, the full amount is payable on booking. Non-payment of the balance of the rent on or before the due date shall be construed as a cancellation of the contract by the Client and the Owners shall not incur any liability to the client in respect of any loss or damage following such cancellation. The deposit paid will not be refundable. Damages money will be returned within 7 days of leaving the property so long as no damage to the property has been incurred.
2. Where applicable, the date on which the final balance is required will be set out with the acknowledgement of reservation. A reminder will be sent out (via e-mail unless the client requests a letter) two weeks before the final balance is due.
3. **MINORS** – No bookings can be accepted by those under 18 years of age.
4. Under no circumstances can the booking period be exceeded or the total number of persons exceeds 7. Number of adults/children to be stated upon booking.
5. **CARE OF THE PROPERTY** – The client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning of the rental. Llys Neifion Holiday Accommodation reserve the right to charge the client for any breakages, damage or extra cleaning required of the property found on or after departure. Damages money of £150, as stated above, will be returned if no damages are incurred to the property.

The Client must not use Llys Neifion Holiday Accommodation or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to Owner or to any neighbours.

No fireworks, Chinese or sky lanterns (or other lights or illuminations which have naked flames) shall be let off from the property (including any garden or grounds).

The accommodation is designed for family use not for youth groups or student parties. The Owner is entitled to refuse to hand over and to repossess the accommodation if the Owner reasonably believes that any damage is likely to be caused by the Client or the Client’s party.

Sleeping in vehicles, including caravans, parked in or around the property is not permitted.

1. Should the owners be unable to reserve any of the accommodation requested then the deposit would be returned in full. In the extremely unlikely event of the owner’s cancellation of the booking, the owner’s liability will be limited to the immediate return in full of all monies paid. Should the owners have to alter a booking then the owner’s liability shall be limited to the offer of alternative accommodation of similar type and value or return of the deposit/monies paid.
2. **CANCELLATION** – In the event of a cancellation, please notify us immediately either by email or by telephone, followed by confirmation in writing by first class post or email. To avoid misunderstandings with our guests, we wish to remind you that a reservation constitutes a legal contract. If you have to cancel, for whatever reason you will lose your deposit and be obliged to pay the balance, unless the property is re-let. We strongly advise you have some form of holiday insurance to protect your position in the event that you have to cancel your holiday.
3. **CANCELLATION INSURANCE** – Llys Neifion Holiday Accommodation strongly recommends that Clients take out insurance cover to protect against the cancellation penalty.
4. **PERIOD OF HIRE** – The normal period of hire is from 4.00 pm on Saturday to 10.00 am on the following Saturday, except for short breaks when the start and / or finish dates may differ. Your cottage will be available for you from 4 pm on the day of your arrival. If you arrive early, we could still be preparing your cottage and may not be available to greet you. We always aim to be here to welcome you, so please let us know if you expect to arrive later. We ask that you be ready to vacate the cottage by 10am on the day of departure, unless otherwise agreed. Please leave the cottage in the state that you found it. We reserve the right to charge for extra cleaning if it is left in a very dirty condition. Your right to occupy the property is limited to a right of occupation for holiday purposes and such right shall terminate at 10 am on the scheduled date of the completion of the holiday. If Clients do not arrive by 12 noon on the day following commencement of booking and the owners have not received notification, the owners shall be entitled to re-let forthwith. If the property is not re-let the Client remains liable for the full hire charge.
5. **PETS** – No pets are allowed at Llys Neifion Holiday Accommodation
6. **BREACH OF CONTRACT / RIGHT OF ENTRY** – If there shall be a breach of any of these conditions, the Owners reserve the right to re-enter the property and terminate the tenancy without prejudice to the other rights and remedies of the owners. The Owners shall be allowed the right to enter any property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.
7. **COMPLAINTS** – Should there be any cause for complaint during the occupation of the property it must be notified promptly to the Owners and in the case of serious problems, confirmed in writing.
8. **ALTERATIONS TO BOOKINGS** – Only in special circumstances can we accept alterations to bookings once confirmation of a booking has been issued. There will be an administration charge of £25.00 for any alteration made.
9. **PAYMENT** – If payment for a booking is made by bank transfer, the client is deemed to have read all the Booking Conditions and agrees to be bound to them.
10. **MISREPRESENTATION** – Every care has been taken to ensure that the whole property and its amenities have been described as accurately as possible in the advertising and publicity material and that all details have been supplied in good faith and are believed to be correct at the time of publication. We do however reserve the right to refuse or revoke at any time bookings from any party who may in our opinion and at our discretion, be unsuitable for Llys Neifion Holiday Accommodation and admission may be refused to any or all members of parties where these conditions are not observed.
11. **SMOKING** – We have a strict no smoking policy in or around the property.
12. **ACCIDENT, INJURY AND LOSS** – Llys Neifion Holiday Accommodation do not accept responsibility for any accident or injury sustained by the hirer or by any member of his / her party during the period of hire, nor for any loss or damage to any personal property brought to Llys Neifion Holiday Accommodation by visitors. We do not accept responsibility or liability for injury, or damage to or loss of guests property and cars and contents and you agree to indemnify and hold us harmless from all actions claims, costs and proceedings (including reasonable legal fees incurred in defending the same) arising from your acts or omissions (and those of your party) whilst on our property.