

**Please carefully read our terms and conditions.**

**PENCNWC: Terms and Conditions of Business**

**NATURE OF LETTING:** - Our accommodation Pencnwc, Birthdir, Rhydlewis SA44 5SN is made available for short-term holiday letting or temporary stay and not to provide permanent living accommodation. The Owners of Pencnwc retain at all times the right to terminate a letting and without notice.

**RESERVATIONS:** - Please take a look at the availability page and contact us by phone or email. We will endeavour to get back to you as quickly as possible. Pencnwc is available as a weekly let and is suitable for up to 5 people. On confirmation of availability we will email confirmation and enclose our Terms and Conditions.

**DEPOSITS:** - When placing a deposit you do so on the understanding that you have agreed fully to our terms and conditions. Booking requires a 25% deposit. The balance is due 8 weeks prior to arrival, in addition a returnable bond (damage waiver) of £200 is also required. Reservations are not binding upon the Owners until the deposit is received in cleared funds. Full payment is required if the booking is made less than 8 weeks prior to the start of the holiday.

**BALANCE OF RENT:** - The balance of the Rental Payable is due 8 weeks before the start of the holiday. If the Owners do not receive the balance by the due date the Owners reserve the right to re-let the reserved accommodation. Non-payment of the balance of the rental is treated as cancellation, see below.

**CANCELLATIONS:** - If you have to cancel your holiday for whatever reason please notify the Owners in writing or by e-mail and if the accommodation is re-let the Owners will refund to you all monies paid less expenses involved in re-letting. If the property is not re-let any outstanding balance of the full Rent Payable will become due.

**ARRIVAL AND DEPARTURE:** - Unless otherwise agreed in writing, lettings commence at 4.00pm on the first day of the let, ending at 10.00am on the day of departure, allowing time for cleaning of the property between visitors. Weekly lettings normally commence on a Saturday 4.00pm and finish on the Saturday 10:00am.

**LINEN:** - Bed linen and duvets are provided by the Owners

**PETS:** - Guests are liable for all damage caused by his/her pets. Guests should remove all traces (inside and out) from the Property of pet occupation before final departure. The Property Owner reserves the right to levy an additional charge for any extra cleaning required after the Guests occupancy.

Guests must not allow pets on beds or furniture within the Property and pets must not be left alone in the Property at any time. If the Guests breaches this clause the Property Owner (or his representative) may notify the Guests of the breach and if the Guests continues to breach this clause the Property Owner (or his representative) may make the Guests leave the Property before the end of the Holiday. If this happens the Guests shall be deemed to have cancelled the Booking and the Holidaymaker shall have no claim for compensation or reimbursement whatsoever.

## **GUEST OBLIGATIONS**

The guest agrees to the following terms and conditions: -

1. To take good care of the property and contents and to leave the property in a clean and tidy condition at the end of the letting. A cleaning service is not provided in the course of the letting.
2. All breakages and damages must be reported to the Owners or Staff and will be charged to the Client.
3. To permit the Owners and Agents reasonable access to the property at all times in the case of an emergency.
4. Not to part with possession of the property, or share it except with members of the party shown on the booking form.
5. Use of the home and any amenities provided to the guest are provided by the Owners to the guest entirely at the guest's risk, and no responsibility can be accepted for any personal injuries or loss.
6. This Contract contains the whole agreement between the parties, the website, correspondence and any advertising material are offered in good faith, and neither they nor any oral representations made by the Owners or their Agents form any part of this agreement.
7. The Owners make no representation as to the state of condition of the property, nor to the position, type or state of furnishings described on or shown in any literature.
8. If for any reason beyond the Owners control the property is not available on the date booked including damage by fire, flood, storm, war, terrorism or other act beyond the control of the Owners or the property is unavailable for holiday letting, all rent and charges paid in advance by the applicant will be refunded in full but the applicants shall have no further claim against the Owners or Agents for holidays cancelled.
9. All complaints must be notified to the Owners immediately so that an on the site investigation can be made and, if necessary, remedial action taken. Under no circumstances will compensation be paid for complaints raised after the completion of the letting (which is not notified to the Owners during the letting).
10. If there is a material breach of these conditions, the Owners or their Agents reserve the right to terminate the letting without prejudice to any other rights and remedies the Owners may have against the guest.
11. Vehicles are parked on the site at owners risk.
12. There is a NO SMOKING policy within Pencnwc.
13. You undertake that only the agreed number of persons, not exceeding 5 in the cottage, and whose details have been disclosed on the booking form. The Owner reserves the right to refuse entry to the entire party if this condition is not observed.
14. All the guests must endeavour to keep the noise at a level that will not disturb other people especially between 2200 and 0800. The playing of loud music or loud and offensive behaviour is prohibited at all times and the Owners reserve the right to terminate the letting without notice if the guest cause a disturbance or nuisance to the other guest or Owners or Manager of the site.
15. The contract is deemed to have been made at Pencnwc, Birthdir, Rhydlewis SA44 5SN and will at all times will be under the jurisdiction of the law of England and Wales.
16. The person signing the booking form must be a member of the party intending to occupy, be over eighteen years old, and certifies that he or she is authorised to agree to the booking conditions on behalf of all persons included on the booking form, including those substituted or added at a later date.