



Conditions of hire at Y Cartws Holiday Cottage 2018/19

Arrival and Departure: Your arrival will be welcome from 4pm on the arrival date. Departure is required by 10am on your final to allow time to prepare for our next guests.

Payment: The deposit paid is non refundable, once received you are liable for the full rental. The balance is required 6-8 weeks prior to the arrival date. When accommodation is booked at short notice (less than 6 weeks) the full amount will be asked for to secure the booking. Pets supplement will also be required with the balance...See over the page.

Cancellation: In the event of a cancellation please inform us by telephone or an email as soon as possible and follow with a conformation letter. We will try our best to re-let the cottage for the dates booked if at all possible and return some monies paid minus the deposit and a small handling charge. If however we are unable to re-let the cottage then we be entitled to monies already paid and any owing. Cancellation Insurance may be an option to cover any unforeseen circumstances you may encounter.

Guest Numbers: The total number of guests must not exceed the capacity of the cottage as specified on the website which is 4/5 plus a cot. Beds/cots will be made up according to numbers agreed at the time of booking. **We do not permit extra visitors to arrive and sleep on the sofa or floor.** This is for insurance reasons and your enjoyment at the cottage.

Liability: We cannot be held responsible for loss or damage to any belongings or injury sustained by the hirer or members of his/her party during their stay in the accommodation, Your vehicle and it's contents are left at your own risk, although it is generally very safe here. Please do not wonder around the farm unless we have given you permission to do so.

Smoking: Smoking is prohibited in the cottage,

Cleaning and Damages: Breakages or missing items must be reported to us immediately and the cost of replacement may be required. Any damages or breakages will be taken out of the bond. If the bond does not cover the price of the item you will be charged at prevailing local rates, which might be higher or lower than you would expect to pay elsewhere. Given that we may have guests arriving shortly after you depart and that they will expect the property to be in good condition when they arrive, we reserve the right, at our sole discretion and at your expense, to use such means as may be necessary to make good any damage or breakages in the shortest possible time so that our incoming guests are not disappointed. The hirer is responsible in leaving the cottage clean and tidy before their departure.

Linen and Towels: Sufficient bed linen, towels, bathmats, tea towels and oven gloves will be provided, the amount depending on length of stay. The towels provided are purely for use in the cottage. They are NOT to be taken to the beach. Please advise us in case of any staining on linen or towels as immediate action will be needed to prevent bad staining.

Heating, Hot water, Gas and Electricity: There is no charge for electricity and gas, however we do ask that you are careful to switch everything off before you leave for the day. There is a small charge (£20) for oil during winter months—1st October to the end of March.

Pets: 1 well behaved small dog is allowed at the cottage at a charge of £21 per week payable with the balance. You will need to bring your own dog towels, crate bed/blancet etc... Under no circumstances pets are allowed upstairs. They must be kept on the ground level. Dogs must be kept on a lead when outside on the farm as we are a working sheep farm and have stock in the fields. It is not permitted to leave your pet unattended in the cottage at anytime during the day/night. We have our own dogs which roam around freely, please be aware of this and decide if your pet will cope with it.

Complaints: We will make every reasonable effort to ensure that you and your family have an enjoyable holiday. If, however you have cause for complaint, please notify us immediately so we can discuss and resolve the problem as soon as possible.

Diolch yn fawr. Thank you. Enjoy your stay with us at Y Cartws.