

# Noddfa Holiday Homes

## Booking terms and conditions

Bookings are made and accepted only on the following conditions:

1. This agreement is made on the basis that the property ("the Property") is to be occupied by the holidaymakers for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Holidaymakers acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
2. Bookings cannot be accepted from persons under 21 years of age. Any pets you intend to take with you should be declared at the time of booking and checked and authorised via the Owners.
3. A security deposit of £150 ("Deposit") is required for all bookings.
4. A minimum of 25% of the total of the booking price plus the security deposit must accompany all booking requests (unless within 56 days of the arrival date whereas 100% of the booking cost plus security deposit is payable at the time of booking). At the owner's discretion (e.g. during exceptional times such as a pandemic), reservations made be taken with zero deposit. Guests are required to pay the booking deposit or full price of the stay (whichever is applicable) including the security deposit upon request.
5. Deposits will be refunded within 5 working days after the last day of the rental period via bank transfer or PayPal. Guests must tell the Owners their payment preference and if appropriate, provide the Owners with bank account or email details to enable this to happen.
6. Cancellation Policy:
  1. More than 56 days before arrival date = full refund of monies paid minus £30 administrative fee
  2. More than 28 days before arrival date = 50% refund of all monies paid
  3. Less than 14 days before arrival date = no refund
7. No bookings are valid until confirmed by the Owners in writing.
8. Once a booking is confirmed by the Owners, the Guest is responsible for the full balance of the cost of the holiday. This shall be paid no later than 56 days before the booking is due to commence.
9. The Owners reserve the right to re-let any holiday where any monies due are more than 2 days in arrears whereupon any monies paid will be refunded (in accordance with the cancellation policy). However, if the Owners are unable to re-let the holiday the Guest will remain liable for the full price/cost of the holiday.
10. In the event of the accommodation becoming unavailable (such as fire or flooding) for reasons outside the Guest's control, the Owners will refund all monies paid minus a £30 admin fee or a proportion in the case of curtailment. This includes if the property is unavailable due to a request to close from the UK or Welsh government (for example during a pandemic such as Covid-19).

We cannot, however pay any compensation or expenses as a consequence of such an event and will not refund monies if the unavailability of the property is due to an action taken by the guest (such as a fire or flood caused by a candle or a running bath).
11. Smoking is strictly prohibited inside the property. Guests are required to be in excess of 10 feet from the property when smoking, to avoid smoke entering the property or

- causing nuisance to neighbouring properties. Deposits will be forfeited if evidence of smoking is detected (either paraphernalia or smell). This includes e-cigarettes.
12. Guests wishing to take dogs on holiday must abide by the following rules: Responsible dog owners are very welcome and the following applies to all bookings: all dogs MUST be declared to the Owners at the time of booking and authorised by the Owners. The minimum age for dogs is 6 months. If a dog under 6 months is taken to a property without the consent of the Owners, you will be asked to leave without compensation. It is advised you check the acceptance of your dog by checking with the Owners in advance of making a booking
  13. We ask dog owners to observe the following rules (failure to do so may result in you being asked to leave without compensation).
    1. Dogs must be under strict control at all times while in the property
    2. Any fouling of outside areas etc. must be cleared up without delay.
    3. Dog hair must be well cleared up before departing. If dogs lie on sofas, suitable covers must be used. The owners may provide throws for your use but do not guarantee to do so.
    4. Dogs left in the property alone must be restricted to the kitchen/bathroom area for no more than 3 hours at one time.
    5. Dogs are not permitted on beds or bedding under any circumstances. Failure to adhere to this will result in monies from the deposit being retained to replace the bedding.
    6. Dog owners must ensure that their pets are free from parasites and fleas before they occupy the property. Failure to do so will incur subsequent charges and will result in the retention of the Deposit.
    7. Any damage (which must be reported to the Owners immediately) or excessive cleaning that may incur an additional charge, will billed to the guest at the Owners discretion or subtracted from the Deposit.
  14. The Holidaymakers shall keep the Property and all furniture, fixtures, fittings and effects in or on the Property in the same state of repair as at the commencement of the holiday, and shall leave the Property in the same state of cleanliness and general order in which it was found. The Holidaymaker must report and pay to the Owner the cost of any damage or breakages made during their holiday occupancy.
  15. The Holidaymakers right to occupy the Property may be forfeited without compensation if:-
    1. More people or pets than declared at the time of booking or before the commencement of the holiday to the Owners and/or the number the Property holds, attempt to take up occupation.
    2. Overnight guests are entertained without the Owners express permission.
    3. Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance.
    4. Smoking is undertaken within the property. This includes e-cigarettes.
  16. In the event of there being cause for complaint concerning a Property, the matter shall be taken up with the Owners at once. It is important that this is done whilst you are still at the Property so that an on-the-spot investigation can be made if necessary and remedial action taken if required. Under no circumstances will compensation be considered for complaints raised after the Holidaymakers have vacated the property (and/or the holiday has ended), when the Holidaymakers have denied the Owners the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday. Please use the Owners contact details as supplied during the booking process. During out-of-office hours, an answer phone facility will be available which will be checked on a regular basis.

17. The Owners or his representative shall be allowed access to the Property at any reasonable time during any holiday occupancy.
18. The Booking Conditions will apply to all confirmed bookings.

## **Covid-19 Addendum (26<sup>th</sup> June 2020)**

We aim to provide our guests with a safe enjoyable holiday. With this in mind, please carefully read the following additions we have made to our terms and conditions following a risk assessment in line with Covid 19 safety guidance.

### **Hand washing.**

Hand washing is the primary first line defence for Covid 19. Please ensure that all guests regularly wash their hands. Hand wash is provided at all sinks. Hand sanitiser is not provided; we ask that guests provide their own supply.

### **Travel**

Please ensure that you follow all Government guidance on travel if you are unwell before arrival. We cannot accept guests isolating in the cottage.

If a guest becomes unwell during their stay we ask that they return to their main residence in line with guidance.

We ask to be informed if anyone in the party becomes unwell or has a positive swab for Covid 19 as this will affect sanitiser protocols.

We cannot offer partial refunds if guests cannot complete their stay.

If a guest cannot reasonably return home (for example, because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow Government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection.

If they are too unwell to travel and wish to remain in the property, they will be liable for the additional rental for any longer period staying.

Guests will be liable for all costs incurred by the cancellation of future guests who may not be able to stay due to the extended stay of the guests.

***We urge guests to ensure they have adequate Travel Insurance.***

### **Linen.**

Linen and towels are provided and beds will be made up before your arrival as per your requirements stated on your booking form.

Before departure, we request that guests remove all items of linen from the beds including mattress and pillow protectors. Please place them (and towels) into the bags provided.

Guests are also requested to place the duvets into a separate bag (also provided) as these are rotated between bookings to allow time for any potential contamination to disperse.

The house will be thoroughly cleaned as per our risk assessment.

Cushions will be rotated between guests

Appropriate cleaning solutions (disinfectant) will be provided.

We have decided to leave games, dvds, books etc for our guests to enjoy. Please use these at your own risk as they will not be sanitised pre arrival. All are located on shelves high enough to prevent small children from inadvertently touching them if you do not wish to use them. You are very welcome to use the provided disinfectant to wipe down these items prior to use. Out of courtesy, please wipe again when you return them.

### **Kitchen**

Our cleaners will conduct a visual inspection to ensure that all kitchen items are clean. Please be advised that we will not be deep cleaning all equipment between stays so you may choose to wash items in hot soapy water with the provided washing up liquid before use.

### **Rubbish**

Please ensure that all bins are emptied before departure. Black bin bags are provided for your use which should be placed in the blue bin at the bottom of the garden (with the exception of glass which should be wiped down with disinfectant and left outside the back door).

All electronic data transferred pursuant to these terms and conditions remains the property of the Owners and may not be replicated in part or whole without the Owners prior written permission. Electronic data will not be preserved indefinitely by the Owners.