

Booking Conditions.

1. **CONTRACT:** The contract made when you book is between the hirer and the owners; the hirer agrees to sign on behalf of all those staying.
2. **PAYMENT:** Once a booking is made (normally by phone) please complete and return the booking form, and send with the 25% deposit within 3 days of booking. The balance is due at least 6 weeks prior to the holiday date. If the holiday is booked less than 6 weeks in advance, then the full amount should be sent with the booking form.
3. **INSTRUCTIONS:** Full instructions will be forwarded to you on receipt of the final payment, including directions to the property, arrangements for obtaining keys, and local contact point in the event of problems. Contact us immediately if these instructions are not received within 5 working days of making the final payment.
4. **HIRER'S RESPONSIBILITIES:** The hirer agrees:
 - a) to be responsible for, and take reasonable care of, Erw Wen during the let.
 - b) not to smoke indoors.
 - c) to make good any loss, breakage or damage caused and to notify the owners of such damage.
 - d) to leave Erw Wen at least as clean as it was on arrival, and to return all items to their original places.
 - e) to permit the owners or their representatives to enter Erw Wen at any reasonable time to carry out needed repairs.
 - f) that the number of persons staying shall not exceed the number stated on the booking form without the owners' consent prior to arrival.
 - g) to read the information supplied about Erw Wen and comply with instructions therein.
5. **PETS:** Pets are not allowed without prior agreement. There is a £20.00 per pet per week surcharge. You are expected to provide bedding and food bowls for your pet and to keep any permitted pets under control at all times, not to allow pets into bedrooms or on furniture, not to leave pets unattended in the property and to be fully responsible including financially responsible for any damage caused or costs incurred by your pets.
6. **CANCELLATION:** The hirer is strongly recommended to take out cancellation insurance. The owners do not have cancellation insurance. If a booking is cancelled in writing more than 6 weeks prior to the holiday then every effort will be made to re-let, and if successful then the deposit (less £20 per week for expenses) will be refunded. If unsuccessful then the deposit is forfeit. If a booking is cancelled in writing less than 6 weeks prior to the holiday, then the deposit is forfeit and the balance becomes payable. All efforts will be made to re-let, and if successful any moneys received (less 20%) will be returned.
7. **BOOKING ALTERATION:** The owners reserve the right to make a £20 per week administration charge for any booking alterations.
8. **ARRIVAL/DEPARTURE TIMES:** The hirer is responsible for keeping to the times agreed and shown on the booking form.
9. **NON-AVAILABILITY OF THE PROPERTY:** Should the property be unavailable on the holiday date (for example, due to damage by a previous occupant) then all moneys will obviously be refunded without question. However, no further liability will fall on the owners/representatives. In no event shall the liability of the owners exceed the rental paid.
10. **PROBLEMS:** Please bring these to the attention of the owners/representatives as soon as possible in order that we can attempt a remedy. We are always pleased to hear of possible improvements, but we cannot attempt to rectify (nor will compensate for) a problem that is not reported as soon as possible.
11. **DAMAGE DEPOSIT:** We charge a £150 damage deposit. In some cases (such as small groups with no children, or returning guests) we may waive this deposit. This deposit will normally be returned within two weeks of a let completing, providing there is no damage. If items are missing and/or damaged we will subtract the replacement cost from this deposit before returning it, unless you have replaced the item(s) with one(s) of equal quality and of a suitable type and immediately notified us or our local representative. If you have not notified us of damage that we, or the next occupants, subsequently find, then you agree that we can also deduct a £50 administration fee for the additional work and inconvenience caused to the next occupants.
12. **PAYMENTS FROM OUTSIDE UK:** Payments should be in UK pounds. The hirer is responsible for any currency conversion and transfer costs.
13. **DATA PROTECTION ACT:** Customer details essential to manage the lets are kept on a computer. We commit to keep this data secure, and never to share it outside the business. You have the right (a) to request that we don't send you unsolicited information - eg on future availability (b) to see any information we hold – we make a small charge for this.
14. **LIABILITY:** Every effort is made to ensure all aspects of the property are as advertised. However no liability will be accepted for items outside our control, eg flood, drought, power cuts, nor for injury or loss on the premises. Safety information and equipment is provided at the property, and those staying should read the safety information on arrival.