

# 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 deposit of £100 without dogs, £150 with dogs ("Deposit") must accompany the booking request, plus 25% of the Booking (unless within 60 days of the arrival date whereas 100% of the booking cost plus deposit is payable at the time of booking).
4. 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 details to enable this to happen.
5. Cancellation Policy:
  1. More than 42 days before arrival date = full refund of monies paid
  2. More than 28 days before arrival date = 50% refund of all fees paid
  3. More than 14 days before arrival date = 25% refund of all fees paid
  4. Less than 14 days before arrival date = no refund
  5. The Owners reserve the right to charge an administrative fee of no less than £20 for all cancellations
6. No bookings are valid until confirmed by the Owners in writing.
7. 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 42 days before the booking is due to commence.
8. 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 outstanding balance of the cost of the holiday and the Deposit.
9. 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 or a proportion in the case of curtailment. 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).
10. Smoking is strictly prohibited inside the property. Guests are required to be in excess of 4 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.
11. Guests wishing to take dogs on holiday must abide by the following rules: Responsible dog owners are welcome and the following applies to all bookings: young dogs i.e. puppies MUST be declared to the Owners at the time of booking and authorised by the Owners. If a puppy or young dog is taken to a property without the consent of the

Owners this could result in you being 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

12. 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. Dogs MUST NOT lie on beds and hair must be well cleared up before departing. If dogs lie on sofas, suitable covers must be used.
  4. Dogs left in the property alone must be restricted to the kitchen/bathroom area
  5. Dogs are not permitted upstairs under any circumstances. Failure to adhere to this will result in the full deposit being retained to pay for deep cleaning of carpets and furniture
  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.
13. 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.
14. 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.
15. All prices quoted include VAT.
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 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.

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.

