

Terms and conditions

Terms and Conditions for Llais y Bran, Pant y Clyd, Llanfairtalhaiarn, Abergele, LL22 8TE

The following terms apply:

'Owner' shall mean Catriona Valentine.

'Customer' shall mean the individual who made the booking.

General Terms

The customer warrants that the property let is to be used for the purposes of a holiday only and the customer must not sub-let the premises or any part thereof.

A contract is formed between the owner and customer when the customer has paid the deposit and the owner has sent receipt.

Reservations

Bookings are requested through our website and payment is via Stripe or bank transfer. You will be invoiced for a 50% deposit, or payment in full if within 30 days, shortly after your booking request is submitted. Payment of any balance is due 30 days prior to arrival. A request for payment will be made via Stripe. In both instances, you will be required to pay within 48 hours to secure the booking. Failure to pay the balance on time will result in cancellation and the forfeiture of your deposit.

A security deposit of £700 is also payable 7 days prior to arrival, via Stripe or bank transfer. This will be refunded 3 days after departure unless there is a claim, in which case we will notify you as soon as possible.

Available dates will be provisionally reserved for 2 days, pending receipt of the deposit by cheque or bank transfer, failing which the provisional reservation will be cancelled. On receipt of the deposit the reservation will be confirmed. Reservations made within 30 days of arrival are payable in full.

All reservations are subject to these terms and conditions.

Cancellations and Refunds

If you have to cancel your reservation for any reason, please let us know by telephone or WhatsApp immediately. Once we have received this notice, the booking will be cancelled and the dates released from the calendar. In the event of a cancellation, we will make every effort to re-let the property, in which case we will return all monies paid, less any discounts that we have to provide to re-let the dates you booked.

We strongly advise taking out holiday insurance to protect you against the following additional costs.

If we cannot re-let, cancellation costs will be incurred as follows:

More than 30 days before arrival will result in the loss of deposit

Less than 30 days you will be liable for the full rental (total of deposit & balance)

We take reservations in good faith that the house will be available on the date stated. If we are unable to provide the accommodation for any reason beyond our control, we cannot guarantee alternative facilities. In these circumstances, we will provide as much notice as possible, and the full rental will be refunded. The customer will have no further claim against the owner.

Again, we advise you to purchase a suitable travel insurance product to cover you in case you can't travel due to Jury Service, illness, self isolation or quarantine for example. These events can be covered by you taking out travel insurance, as you would not be entitled to refund at such short notice. There are a number of policies that include cover for illness including Covid and self isolation and a lot of bank annual travel policies also cover this.

The owner reserves the right to cancel any booking in emergencies with 24hrs notice.

Arrivals and Departures

Llais y Bran will be ready for your arrival from 4.00pm on the booked arrival date. You will be provided with pre-arrival information with instructions on accessing the house. You must depart the house by 12 noon on the date of departure. The owner reserves the right to enter the property at 10.00am to begin changeovers.

Occupancy

The maximum occupancy of Llais y Bran is 2 adults (over age of 18).

We do not allow parties in the house involving people who are not registered guests. We reserve the right to terminate a rental or remove people from Llais y Bran in the event of unreasonable behaviour, excess noise, damage to the property, or exceeding the agreed occupancy. Any refund will be at the sole discretion of the owner.

Cleaning and Maintenance

The property should be left in a clean and tidy state on departure. During your stay, you will be responsible for and have to pay for any damage you cause to the property, its contents, or surroundings. Any damages or losses should be reported to the owner immediately and will be chargeable on a discretionary basis. If the house is left in an inappropriate state an additional cleaning charge will be made and deducted from the security deposit.

Fresh linens and towels are provided for your use during the stay.

We reserve the right to access the property by arrangement with you if we have to undertake essential maintenance. In particular, we must have daily access to the hot tub for regulatory chemical testing.

Included Facilities

While Starlink broadband and wifi is provided, there is no guarantee of a minimum speed, unrestricted bandwidth, or uninterrupted provision. The owner cannot be held liable for any failure in the availability of this service.

The property has a 7kW EV charging point. The use of this is complementary during the hours of 11pm and 6am. Charging at other times is by arrangement only and is chargeable at £0.35 per kW.

Charging electric vehicles using a 13-amp plug at the property is strictly prohibited due to insurance, public liability, and suitability of electrical installations.

House Rules

Pets

Pets are not permitted in the property.

Smoking

Smoking and vaping is strictly prohibited inside the property. Vaping is allowed outside the property but smoking outside is strictly prohibited unless by permission of the owner. This is to ensure against and prevent wildfires.

Personal property

All personal property, including vehicles and their contents, are left at the risk of the owners. We are not responsible for any losses, damage or injuries other than where we are at fault.

Events

Events at the property are not allowed unless agreed with the owner in advance.

Quiet hours

Quiet hours are from 10pm to 7am.

Restrictions

We are not responsible for events outside our control, such as power cuts. Although power cuts are rare, and there is a small amount of batter back up, power cut facilities such as torches and a portable gas stove are available.

No candles are allowed inside the property.

Fireworks are strictly prohibited.

Data Protection

The owner will not disclose any personal details provided to other parties for any purpose unless required by law. If you wish your details to be removed from our records following your visit, please let us know.

Owner

Catriona Valentine, Pant y Clyd, Llanfairtalhaiarn, Abergele, LL22 8TE

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We reserve the right to update these terms and conditions, if we do so you will be notified, and asked to accept them in writing. These Terms and Conditions are governed by English Law

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