

Terms and Conditions

General:

By booking a stay at **Tyddyn Iolyn Cottages/Farmhouse** you are entering a binding contract with the owners Mirka & Robert Grimes which is subject to these Terms and Conditions. References to 'us' & 'ours' refer to Mirka & Robert Grimes, and 'you' & 'yours' relate to the person making the booking plus all members of the holiday party. It is your responsibility to make all those members aware of our Terms & Conditions.

Covid -19 – new protocols

If your booking cannot go ahead due to government lockdown, all payment will be refunded to you. Any other cancellation due to Covid 19 will be subject to our standard terms and conditions. It is strongly recommended that guests purchase holiday insurance.

We are thrilled to be able to welcome guests back to Tyddyn Iolyn. However, we are required to follow certain conditions set out by the UK government. We have been issued with new cleaning protocols to ensure your and our safety. It does mean that things are slightly different and we'll be asking for your cooperation.

If you develop symptoms - please inform us immediately and get tested by <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>.

You must let us know the result of your test. The Government advice is to leave the property on the same day and self-isolate at home for 14 days.

If you are unwell and cannot return home, you will be expected to pay all lost accommodation costs to us.

Booking:

Usually you must be over 21 years of age at the time of making a booking. You must have the authority & responsibility to accept all the conditions on behalf of all other party members. We reserve the right to refuse a booking.

Late arrivals

You are responsible for informing us of late arrival so we can arrange entry should we or our representative be unable to greet you on arrival. If you do not contact us and have not arrived by noon on the day following your expected arrival date we will treat your holiday as having been cancelled by you and you will not be entitled to a refund.

Group bookings and special arrangements:

For larger group bookings, (6 or more) or if you or members of your party are under 21, or for any other special arrangements, please contact us to see if we can accommodate you.

Bookings and deposits:

Bookings can be made by phone, email or preferably via our online booking system. We will confirm the booking by email, and hold it for a maximum of 7 days. A 30% deposit must be received within 7 days of a booking; otherwise the booking will be cancelled. Guests must check they received their confirmation and notify us of any errors immediately.

Payment:

Payments can be made online, via bank transfer or cheque. After a deposit has been paid the balance is to be paid in full 2 weeks before the holiday is due to start. If you book your holiday less than 2 weeks before it is due to start you must pay the full cost of the holiday at the time of booking. It is the guests' responsibility to pay the final balance when it becomes due, and although every effort will be made to email them at the time we are under no obligation to do so as emails sometimes go astray and we may not be aware this has happened.

Damage / Security Deposit:

There is no damage/security deposit to be paid in advance, although we expect any damage to be acknowledged and paid for. We may require a security deposit to be paid in cash on arrival from larger groups or specially arranged holidays. This is refundable within 2 weeks of the end of your holiday less any payments for damage, returning left belongings, or excess cleaning required, etc.

Cancellations and changes:

If you cancel your holiday more than 2 weeks before it is due to start, we will retain your deposit, but will return any remaining balance paid. If you cancel your holiday less than 2 weeks before it is due to start, we will retain all monies paid to us.

However we will try to rebook the holiday and if successful we will refund you your payment, less the deposit. We strongly advise that holiday cancellation insurance is purchased. We may be able to arrange to change the booked dates of your stay but all additional costs due to the changes must be paid for by you.

Please be aware that although there were exceptional circumstances granted for Covid-19 refunds this policy will not continue. It is therefore the responsibility of the guest to ensure adequate travel insurance is purchased to cover against financial loss should you need to cancel last minute due to Covid-19.

Number of guests:

The number of guests staying in the cottages must not exceed that stated for the property except by prior arrangement. If it does, we will deny you access, or ask you to leave before the end of your holiday. We will treat your holiday as having been cancelled, and you will not be entitled to a refund of your holiday monies or any compensation.

Pets:

Pets are not allowed on beds or any furniture in the property. You must bring your own bedding, throws, towels and food/water bowls for them. They must not be left in the property unattended. Any faeces in the yard must be cleared up and binned.

You are liable for any damage caused. If your dog is prone to excessive or night-time barking please do not bring him with you as this may cause a nuisance to other guests or neighbours. Please follow the Countryside Code for your pets.

No Smoking:

You must not smoke indoors; please clear up your ash and butts if smoking outside.

Guests' obligations:

You must keep all furniture, fittings, and effects both inside and outside the property in the same state of repair and condition as at the start of the holiday. Loss, breakages and damage must be reported and will have to be paid for unless of a minor nature like occasional breakage of crockery. Please report any malfunction of equipment immediately so we can arrange a prompt repair.

While you are resident in the property you must take all reasonable precautions to keep it safe and secure. Report lost keys or other security issues to us immediately. You must leave the property clean and tidy. Excess cleaning will be charged.

Towels must not be removed from the property. Please bring your own beach towels. You must behave considerately towards other guests, to us and our representatives, to neighbours and the community, wildlife, livestock and property. Offensive, rude or dangerous behaviour will not be tolerated. We reserve the right to bar you from the property without refund or any other liability if in our reasonable opinion your behaviour is unacceptable. Further, should we reasonably believe you are likely to act in such a way, we reserve the right to bar you from the property without refund or any other liability.

Owners access:

You must allow us, or anyone representing us, access to the property and grounds at any reasonable time during your holiday.

Cancellation and changes by us:

Once we have issued a written booking confirmation we will do our best not to make any changes to your booking. We undertake to inform you promptly of changes. In the unlikely event of cancellation of your holiday, we will refund all monies paid but will have no further liability or obligation.

Wi-Fi terms of use:

By booking a holiday at Tyddyn Iolyn Farmhouse guests undertake to use the internet fairly and appropriately. By using this Wi-Fi you agree to defend, indemnify and hold harmless the owners of Tyddyn Iolyn Farmhouse for any loss or damage that may result from your use of this connection. We can accept no responsibility for the level of internet service and advise that you ensure your safety on line by installing a firewall and anti-virus software on your device before using this connection. We take no responsibility and assume no liability for any content uploaded, shared, transmitted or downloaded by you or any third party, or for anything that you may encounter or any data that may be lost or compromised while connected to this network. Your use of the internet connection provided is subject to your acceptance of these terms and those of our internet provider (ISP), BT.

Liability:

Personal belongings are the responsibility of guests themselves. We accept no liability for any accident, loss or damage to property or persons or pets or vehicles (including their contents) whilst on the premises. We will not be responsible for failure of services beyond our control.

Children must be supervised at all times.

Complaints:

Your holiday enjoyment is very important to us and we do all in our power to ensure it. Complaints and any issues should be reported immediately. You are responsible for telling us about problems and giving us the opportunity to put things right.

Website accuracy:

We do everything we can to ensure the accuracy of our information, especially on our website. We accept no liability for changes, or for changes to amenities and local activities, including those listed in our literature. Distances are approximate.