

Terms and Conditions

Introduction.

In order to ensure that your holiday is enjoyable and that the cottages meet your expectations please read the following Terms and Conditions and other details regarding the cottage on the web site including the Access Statements regarding both cottages before booking, since they may not meet the structural requirements of all potential guests and visitors Pen Y Banc is set into the sloping landscape into the hill. Pen Y Banc, essentially means, "Top of Bank" and is built on two levels with several steps approaching the front door.

The Cross Keys is a late 18th Century building and many quirky features relating to its age, such as some low doors, a cellar with internal steps although there is a gate at the top. It is in the oldest part of the village which slopes down to the River Dee which meanders through the valley, approximately five minutes walk away.

When you make a reservation and booking it will be understood that the terms and conditions of hire are acceptable to you. Please contact me if you require further information about the cottage before booking. I will always make every effort to ensure that your holiday is comfortable and enjoyable since it is always my hope that you will return or recommend the cottage to you family and friends

Reservations and Booking

The person making the booking must be 18 years or over. They will be regarded as the party leader and take responsibility for ensuring that the cottages meet the requirements of the other members of the party during the hire of the Cottage.

All bookings are based on availability. Once a reservation has been made, this will be held for seven working days to allow deposit and postal booking form to be sent. Booking can also be made on line but unfortunately we do not have a facility for processing debit/credit cards.

For advanced bookings, a non returnable deposit of 20% of the total cost of hire will be required in Cheque or Postal Order. The remainder of payment will be due six weeks before date of arrival. For international bookings please contact me (Carol to discuss payment method).

We shall however endeavour to remind the customer that payment is due.

If the booking is within six weeks of hire, payment in full will be required.

Payment should be by cheque sterling and should be made payable to Carol Keys-Shaw and sent to the following address:-

Y Beudy
Maesmor,
Maerdy,
Conwen,
Conwy LL21 ONS.

The booking will be deemed to have been accepted from the person named as the "first name" on the booking form or the person giving their name in a telephone booking. A binding contract will then come into existence with Carol Keys-Shaw (the owner) once the deposit has been received.

Cancellation by the Customer

In the event of a cancellation you must let me know immediately and this must be confirmed in writing by letter or email. If you cancel the holiday you are still liable for the payment in full, but I will try to re-let "Pen Y Banc Cottage". If I am able to do so, then full payment will not be required, only the deposit will be forfeited unless you wish to book other dates. In the event of exceptional circumstances where this can be supported by evidence, consideration of individual circumstances will be made. The holiday maker may be covered by household insurance or holiday insurance cover in such serious events. It is advisable to consider taking out cancellation insurance cover. If you're present policies do not cover this.

Unavailability of property of the Cottages

In the event of circumstances completely beyond our control such as, act of god, fire, flood, snow storms, national disaster, sea port industrial action, volcanic eruption, compliance with law or government order, (Foot and Mouth exclusion zone) "force majeure" will come into effect. We regret that we cannot accept liability or pay compensation as a result of force majeure. We would however always attempt to be fair.

Arrival and departure

Weekly bookings are generally from Saturday to Saturday. Short break bookings can be made at any time during the week.

These are more likely to be available in the off peak periods subject to availability. I request that guest leave by 10.30 am to ensure that time can be given to clean and prepare the cottage for the next visitors who will arrive from 3.30 pm.

If you are likely to be considerably delayed, please advise me since all parties are met on arrival and shown around the cottage. The cottage will still be available for the time booked, even if you are delayed by days.

Looking after the property and Guests Responsibilities.

We recognise that you are on holiday and do not want to spend your time cleaning, we do however ask guests that they treat the property and contents with respect and leave it in a tidy condition.

Please do not go upstairs with muddy boots or shoes. You are liable for any malicious loss or damage to the property and content during your stay.

Guests must not use the property for any unlawful or commercial purpose including reassigning or subletting or otherwise allowing anyone to occupy it that has not previously been accepted.

Minor breakages and accidents do occur, bulbs blow and sometimes things stop working, please let me know so that minor items can be replaced at no cost to you. We reserve the right to charge for more serious damage especially if this has been deemed wilful and not preventable.

In extremely rare circumstances where the leader of the party or members of the party are considered unfit or incapable of taking over the cottage e.g. drunk and disorderly, Or during hire display examples of such behaviour and cause nuisance, the cottage will be repossessed and no refund made.

Equipment failure

If there is equipment failure please let us know immediately so that remedial action can be taken.

I and my husband, the (and contracted Workmen or emergency services) reserve the right to enter Pen Y Banc Cottage or the Cross Keys, without prior notice (if this is not practical or possible because you are not available) in special circumstances or if emergencies arise e.g. repairs, burst pipes, fire. Please keep the garden gate shut to avoid loose sheep from wandering in the garden and eating the flowers.

Complaints.

If for any reason you are not happy with the cottages please let me know as soon as possible, we will always endeavour to rectify the situation and we are happy to accept suggestions and ideas on how we can make your stay more comfortable.

Smoking

This is not allowed in the cottage or covered area. If smoking in the garden please dispose of cigarette butts safely to avoid possible fire risk.

Number of guests in your party

Pen Y Banc Cottage accommodation is registered with the Welsh Tourist board for four persons. Infants less than two years of age are not counted as full members of your party. The number of people in your party should not be more than advertised for the size of the accommodation. Guests should be indicated on the booking form but if a change is required due to change in circumstances please let us know.

Personal possessions safety and security

We do not accept responsibility for personal possessions. Vehicles and contents are left at your own risk. We advise you to ensure that you lock the front door when relaxing in the back garden.

Registered guide and support dogs belonging to individuals with visual and hearing impairment are allowed. (This is allowed in any property for hire even if web sites or brochure description states that dogs are not allowed). Guests should be aware that we cannot guarantee that a registered guide dog and support dog has not stayed in the cottages nor can we accept any liability for any suffering which may occur as a result of such animals having been present.

Pets

Consideration will be given to one well behaved dog. The dog must not be allowed on furniture, or be allowed upstairs to ensure hygiene standards and prevent allergic reaction in future guest. A stair-gate is available. The pet must not be left alone in the cottage because of the potential of damage and chewing the woodwork and furniture. Owners are responsible for any additional cleaning in the cottage and the garden and guest should dispose of dog waste ensuring prevention of Toxoplasmosis and other infectious diseases. Especially to children and pregnant women and (me the gardener) because this is a live stock area it is advised that dogs be kept on a lead when out, supervised and kept under control at all times. We DO NOT have CATS. Please send them on their way.

Included in the tariff

All water heating, central heating, electricity, LPG gas and initial supply of logs/kindling/coal.

In the kitchen, one paper kitchen roll, cling film, foil, tea towels, hand towel, washing up liquid, washing powder (Daz) and Comfort. Pegs and prop for the washing line. There is also an ironing board, and iron.

In the bathroom, Bath Mat, three towels per person, small pears soap per person, 2 toilet rolls.

In each bedroom beds are made up with quality linen, duvet and quilts. If blankets are required they can be provided instead of a duvet if we are informed beforehand. We can also provide additional pillows if required. A hair dryer is available.

For entertainment, there are video players, CD players and DVD player's and Freeview TV. There are also books, compendium of games and jig saw puzzles. There are several radios.

On request a high chair, stair gate, and travel cot can be made available at no extra cost. I have also acquired a washable play-mat.

I also provide picnic equipment that you can take out for the day with you.

Other information regarding Carols Cottages

On arrival you will be shown around. There is a file of information related to services, utilities and working of domestic appliances, useful telephone numbers and general information. All areas in the cottages and covered area are non smoking. Smoking is allowed in the garden but guests are asked to dispose of 'butts' safely.

This is an agricultural live stock rearing area; fireworks are not permitted at any time of the year.

Un-protected candles should not be used in the cottage. A lantern is provided in case of electricity failure. Matches are provided for lighting the wood burner/multi fuel stove. Please keep the matches out of the reach of children at all times.

Pease be careful with the toasters (did you know most hospitals and public services now ban use of them in non-catering areas)

Safety is of paramount importance. Carbon monoxide and fire alarms are fitted throughout the properties and fire blankets and extinguishers provided in risk areas. Instruction on the safe use coal and log fires should be maintained.

A copy of the country side code is also available together with ordinance survey maps and details of local walks.

Pen Y Banc garden is a British Bee Conservation, Royal Society for the Protection of Birds and English Nature, wild life friendly cottage garden. (There is no national Welsh Nature organisation yet) The back garden is secure; there is a garden pond which is kept covered. Parents are advised to consider this when booking.

Not all mobile phone signals can be received at the cottages, sometimes this is weather dependant. There is a telephone box next to Cross Keys and a post box feet away. There is a post box in Sarnau village.

Carol Keys Shaw