

Cerrig Glas Booking Terms and Conditions

- 1) The booking of Cerrig Glas is a legally binding agreement for hiring the property for a specified period. It contains rights and obligations which are set out in these conditions called the "Hiring Conditions" and to which you agree by signing the booking form. You should only do so if you are satisfied that you understand and are prepared to be bound by them.
- 2) The Hiring Agreement ("the agreement") is between you ("the hirer") and Thorny Grove Holidays.
- 3) **Bookings**
 - a) The person who signs the Agreement certifies by doing so that he or she has the consent and authority to agree the terms of the Agreement on behalf of all intended occupants (including any later added). The signatory must be over eighteen years of age and bookings from young people under eighteen cannot be accepted.
 - b) Where bookings are made by telephone they should be confirmed within four days in writing.
 - c) All bookings should be accompanied by a 30% deposit plus the security deposit of £50 (see Clause 4 below).
 - d) Please note a booking made by telephone and not confirmed as above will not be treated as definite and after the expiry of the four day period the property may be hired by some one else.
- 4) **Security Deposit**
 - a) We ask for a security deposit of £50 per booking, which is returned to you at the end of your stay, either by direct transfer into your bank account, or by cheque sent by post. Any electricity charges in excess of £5 per day will be deducted from the security deposit.
 - b) The cost of any damage caused to the property will be deducted from the security deposit.
- 5) **Payment**
 - a) Where a deposit has been paid as above, the balance of the total cost of the holiday must be paid at least 8 weeks before the date on which the hiring is due to start.
 - b) If a booking is made within eight weeks before the hiring is due to start the booking form must be accompanied by payment in full of all the hiring fees as detailed at paragraph 3(c) above;
 - c) Once the booking has been confirmed and the agreement has come into existence the signatory is personally responsible for the total cost of hiring the property agreed.
- 6) **The Owners Obligations**
 - a) To provide the holiday property in a reasonable state of repair and condition, furnished and equipped to a fair and proper standard and in reasonable accordance with the description of the property as given.
 - b) To take reasonable steps to address properly and rectify as quickly as possible any problems which arise with the property during the hiring.
 - c) The property owner cannot be held responsible for any accident, loss or damage which may be sustained by any hirer, member of the party, or visitor, or their property however caused.
 - d) We should point out that we cannot be held responsible for any building or road works nor any countryside activities i.e. machinery, animals and rural activities carried out at or close to the property.
- 7) **Hirers Obligations**
 - a) To leave the property in a clean and tidy condition. Please ensure particularly that the kitchen and all equipment and utensils and the bathroom are left clean and tidy.
 - b) To pay for any damage and breakages at the property and to the contents before the departure. See Security Deposit clause.
 - c) To permit the owners reasonable access to examine any matter of complaint raised during the hiring and to attend to any resulting repair or rectification or other urgent maintenance.
 - d) Any complaints should be made to the owner within 48 hours so that an investigation can be undertaken and any remedial action taken. It may be impossible to investigate a complaint thoroughly after you have left the property and this could affect or even extinguish your rights. It is therefore in your interest to act promptly.
 - e) Not to share the property with anyone not nominated in the booking form or to sublet the property or assign the booking to anyone else.
 - f) Not to exceed the maximum number of persons stated in the brochure to be allowed to occupy the property. Please note that the right to terminate the Agreement immediately without refund or compensation on breach of this or the previous condition (6 (e)).
 - g) Any special requirements must be made known at the time of the booking. If you have any medical problem or disability that may affect your holiday, please tell us before confirming your booking and follow up with written details. If we feel unable to properly accommodate the particular needs of the person concerned we reserve the right to cancel the booking.
- 8) **Animals**
 - a) Pets are not allowed either in the property or within the site unless agreed at the time of booking. There will be an additional charge for a pet(s). Dogs must be kept on leads, and under control, outside the cottage garden as there are other animals on site.
 - b) Dogs must not be allowed on the furniture in the cottage, and should sleep in their own pet beds, to be supplied by their owners.
 - c) Dogs should be supervised within the cottage garden.
 - d) Dog owners must take responsibility for the control and actions of their pet at all times.
 - e) All dog fowl on the Property should be immediately cleared up by the owners and placed in the outside bin.
 - f) Dogs should not be left alone in the Property without prior agreement with the Owner.
 - g) Any damage caused by pets is the responsibility of the Hirer and will be chargeable. Thorny Grove Holidays reserve the right to ask guests to leave if their dog causes damage or injury to any other property, animal or person.
- 9) **Cancellation**
 - a) You are advised to take out insurance cover in case you have to cancel your holiday with us.
 - b) In the event of the Hirer wishing to cancel their holiday the owners will make every reasonable effort to resell the holiday and if successful the holiday price you have paid will be refunded less a 25% administration charge which will be retained to cover our time and expense in processing the cancellation and resale. If unsuccessful the price of the holiday will be forfeited and you may be liable for the full cost of the holiday.
 - c) Once an Agreement has been made in accordance with these conditions any request to change the terms of the Agreement as the period of occupancy or identity of the property booked has to be treated as a cancellation and the above conditions will apply although every effort will be made to accommodate changes requested by a Hirer more than two months before the date on which the holiday is to commence. A charge of £50 plus VAT per week will be incurred.
- 10) If due to circumstances beyond the control of Thorny Grove Holidays the property booked become unavailable for hire all monies paid will be refunded in full. The Hirer shall in such circumstances have no further claim against Thorny Grove Holidays.
- 11) Please note that all properties hired must be vacated by 10.00am on the morning of departure and due to requirements for cleaning and replacing bed linen etc. and are not available for occupation before 4.00pm on the date the holiday is due to start.

