

Chy ryb Connerton, Connor Downs

Rental Agreement - Terms and Conditions

These terms and conditions (the "Rental Agreement") shall bind the property owner and the holidaymaker(s) who book the property (the "Property"). References to "you" or "your" are references to the person making the booking and all members of the holiday party.

Any booking is subject to the Rental Agreement, on receipt of the Booking Form and/or acceptance of its terms by email. This Rental Agreement, the Booking Form and confirmation email forms the basis of your agreement with us so please read them carefully.

Nothing in this Rental Agreement affects your usual UK statutory rights.

You may not transfer your booking or any rights and responsibilities under this Rental Agreement to any other person, without our prior written consent.

The Property

The Property is available from 3.30pm on the day of arrival. Check-out by guest must be by 09.59am on the departure day.

The Property is furnished and let for the number of people specified (maximum three).

There is a strict no smoking and no vaping policy inside the Property.

No naked flames such as candles or incense burners are to be used in the property.

Power, water, central heating, unlimited Wi-Fi, bed linen and towels are included in the rental price.

All personal belongings are at owners' risk.

You agree to allow us or our representative access to the Property at any reasonable time during your stay for the purpose of essential repairs or in an emergency

Making your Booking

We can only accept bookings where the **'lead' guest making the booking is aged 21 or over, and is amongst the guests intending to stay.**

The Booking will be considered and this Rental Agreement will be effective once the Deposit, or full Balance, and the Booking Form (or email acceptance) have been received by us.

The deposit is 25% of the Rental cost (or other amount mutually agreed) and is **refundable up to 56 days before your arrival date** (*please see the Cancellation Policy below*).

You should carefully check the details on the Booking Form before making any payment to us regarding your Booking, as well as the confirmation email and inform us immediately of any errors or omissions.

Paying for your Booking

Payments should be made by bank transfer: please use your surname as the reference.

We highly recommend to all guests that they take out travel insurance to cover any cancellation, or change of arrangements by yourselves.

Where you have paid an Initial Deposit, you are required to transfer your payment for the Balance 56 days prior to the arrival date specified in the email confirmation. If you fail to make the balance payment due to us in full and on time we will treat your Booking as cancelled by you and the Cancellation Policy shall apply.

Should your booking be made within 56 days of the Arrival date, the entire amount for the stay will be due at the time of booking.

Cancellation Policy

If you need to cancel or amend your Booking:

You must email us as soon as possible. A cancellation or amendment will not take effect until we receive email confirmation from you.

We will amend your booking wherever possible and agree any charges/refunds that may apply.

Refund policy:

Should **you wish** to cancel your booking:

More than 56 days before the check-in date you will receive 100% refund, including your deposit.

Between 56 and 42 days before the check-in date we will retain your deposit, and you will receive 75% refund of the balance if paid.

Less than 42 days before the check-:

Unless we can successfully re-let your dates, (every effort will be made to do so), there will be no monies refunded. If we are successful in re-letting your dates we will refund 75 % minus an administration fee of **£50**.

If we cancel or amend your Booking due to unforeseen circumstances:

Should this unfortunately happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your Booking. If we cancel your Booking, we will refund you any fees you have already paid to us.

However, we will not be liable to refund you for any fees you may have paid to any third party, or losses in connection with your holiday. This is why we recommend travel insurance.

Due to the uncertainty caused by Covid-19 to be as fair as we possibly can to our guests, should the Government change their instructions and introduce further restrictions then we would amend this accordingly.

Damages

We do not take a damage deposit, however any repair and/or replacement to the Property and its furnishings, fixtures and fittings that are necessary after your stay will be billed to you. However we do expect occasional breakages and normal wear and tear.

If the property needs extra/specialist cleaning as a result of your stay this will be at your expense.

The lead person booking is entirely responsible for their whole group.

Guests are fully responsible for the Property during their stay. Please take care with the Property and report any damage or breakages as soon as possible so that replacements or repairs can be carried out ready for our next guest.

Guests are liable for any loss incurred to the property or its contents.

Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint please let us know immediately as it is important that remedial action is taken as soon as possible.

We cannot be held responsible for loss of water, electricity and gas services to the property, nor an interruption of wi-fi.

Lost Property

Please ensure that your party take all your belongings from the Property, we do not take any responsibility for lost property. We will return belongings if requested at your expense.

Dogs

There is a £20 charge for up to two **neutered** dogs, (per stay); £12 per dog thereafter (per stay).

Please let us know how many dogs you would like to bring, their ages and the breed(s) before you book.

If they include any puppies or young dogs please bring a crate with you (or we may be able to supply one).

Please use the throws provided for the sofas and do not allow your dogs to go into the bedrooms.

We put in stairgates for guests bringing pets which means you can block off the bedrooms to keep your dogs in a particular area, but you and they can still see each other.

Please do not leave any dog(s) unattended at any time in the annexe or garden.

All dog mess must be removed from the garden on a daily basis.

Guests will be liable for any damage caused by pets or for additional cleaning/repairs required, and will be invoiced for any such costs incurred.

Please make sure your dogs are up to date with their flea and worm treatment.

The washing machine in the annexe must not be used for dog bedding or dog blankets. Please ask us and we will be happy to put such items in the spare washing machine that we use exclusively for this.

Other Pets

We regret that no other pets of any kind are allowed in the property, other than the dogs that have been mentioned and accepted on the original enquiry from guests.

Car Parking

We offer free parking for up to 2 vehicles, (please notify us in advance if you intend to bring more than one).

Electric Vehicle charging

Regrettably we can not offer any electric charging facilities for Electric Vehicles (EVs), and we can not allow any charging of EVs on our property. Please do not charge EVs without our authority.

Accepting these Terms and Conditions

On receipt of your holiday deposit or full payment you have agreed to accept and abide by these Rental Agreement terms and conditions.