

CONDITIONS OF HIRE –Covid-19 Specific
(Please retain copy for your info)

The Contract of Hire is between the Hirer and the Owner of the holiday cottage for which the booking is made and is subject to the conditions listed below:

1. The time of arrival is after **4pm** on the commencing day of your holiday and you are requested to vacate the cottage by **10am** on the day of departure. (check-in/out times have been altered to reflect the additional time required for sanitising between stays).
2. **Booking Cancellations:** Once your holiday is booked you and the Owner have entered a legally binding contract. In the unfortunate event of you having to cancel your holiday including medical, human diseases and adverse weather reasons, please notify us by telephone immediately, followed by written confirmation. Upon cancellation within six weeks of the commencement of your holiday, the whole amount will be forfeited. Upon cancellation of more than six weeks before the commencement of your holiday, the deposit will be retained to cover administration costs. **In your best interest we advise you to take out Holiday and Cancellation Insurance to cover these circumstances. During the Covid-19 pandemic should Government lockdown measures kick in (in our County or in your home County), the full deposit/balance will be refunded (less £50 admin fee per cottage) or if you prefer the whole amount transferred to a later date. If a guest becomes ill during their stay you must inform us and the whole family must vacate immediately and return to their primary home. If any member become ill or you have to self-isolate with the virus, or you feel unhappy travelling and you have to cancel your holiday you must claim on your own holiday insurance.**
3. The Hirer is required to report any loss or damage caused to the cottage or equipment during their occupancy and it is their legal responsibility to refund the cost prior to departure. Waterproof protective sheeting are provided and must be used on the beds where necessary. Damaged mattresses will be charged for.
4. All cottages are totally non-smoking
5. We retain the right to access the cottages without prior notice if we need access for Electricians, Plumbers etc or if heating or lighting has been left on.
6. Children are welcome; they are expected to treat the cottage, its content and all areas with respect. Parents/Guardians must take responsibility for their children who play at their own risk.
7. No more than the maximum number of guests specified may occupy the cottage, except by prior agreement. If it is found that the number of people quoted for the property has been exceeded, without the express permission of the Owner, the booking becomes null and void and would terminate any responsibility of the Owner to fulfil the hire Contract. All money paid would be forfeited to the Owner.
8. The Owner is not responsible for death or any injury to guests or third parties, for loss or damage to their belongings, vehicles (whatever the weather) or contents, or any other personal possessions. They are left at owner's risk. No refund will be given due to snow or bad weather.
9. The booking is made on the understanding that the cottage will be placed at the disposal of the Hirer on the dates stated. If this is not possible because of circumstances beyond the Owners control, the holiday money will be refunded in full, but there can be no claim against the Owner.
10. Complaints ~ Should you find any fault or have any complaints during your stay, please advise us immediately so that any appropriate action can be taken. Any unresolved disputes may be referred to arbitration.
11. The Hirer is responsible for the cottage and is expected to take good care of it. All equipment, especially the cooker and fridge, crockery and cutlery must be **left clean** and the cottage must be **left clean and tidy** at the end of the hire period. The Hirer must accept responsibility for extra cleaning costs if necessary.
12. **Wi-fi:-** The Owner can not guarantee: the availability of the service: the speed at which information may be transmitted or received via the service: or that the service will be compatible with your equipment or any software which you use.



Croeso/Welcome ~ Covid-19 Guidelines

We would like to reassure our guests that we are taking the cleaning and sanitation of our cottages very seriously. We have received a **'We're Good To Go'** certificate from Visit Wales and are following the strict cleaning guidelines provided. We will do our utmost to keep you safe during your stay and to ensure that you have an enjoyable holiday with us, in return we ask that you cooperate with us during these difficult times.

Please ensure all guests sanitise their hands upon entry to the cottage (**every time**) – Sanitisers provided. I'm afraid that we do not allow visitors during your stay.

If any guest shows any symptoms of **Covid 19** then **call 111** (See NHS guidance in Guest Information Folder) and please inform us immediately on 01690 710261 or 07939 810005. In this case, all guests will have to leave the cottage immediately and return to their primary address. If guests cannot return home then they will have to pay all costs. Guests will have to claim any costs on their own insurance.

Please respect the Government's 'social distancing' guidelines when out and about. If you have not yet booked your attractions or activity events, it might be a good idea to do so in advance.

Following the guidelines we have removed all board games, maps, walking books, DVD's, magazines, tea, coffee, sugar, spice rack and the BBQ.

We are striving to keep our cottages free of Coronavirus. In order to safeguard ourselves and our guests, we kindly ask you to adhere to the following guidelines during your stay.....

At the end of your stay which is a **10am** checkout can you please:-

- Put all of your dirty dishes in the Dishwasher and switch on
- Empty all bins and take to the small shed opposite the main house together with your recycling ~ paper + white/grey card, plastic + cans, glass + brown cardboard and food waste. (Might be a good idea to sort out the night before departure to save time)
- Remove all used bedding and towels and place in bags provided in the kitchen drawer

Thank you so much for respecting these guidelines and we hope that you have a lovely stay at our cottages and are reassured by these measures.

Eirian Ifan