Fron Goch Farm Booking Terms and Conditions

A contract between you and the owner will come into existence when a deposit or full payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract or immediate termination of occupancy without refund.

BOOKING TERMS AND CONDITIONS

1) A non-refundable 30% deposit of the total cost is payable at the time of booking. Bookings made less than six weeks before your arrival date must be paid in full.
2) The balance must be paid no later than six weeks before the commencement of your holiday. If the balance is not received by the due date, then your holiday or event will be treated as a cancellation and the client will remain liable to pay the balance of the rent.
3) All cancellations must be notified in writing to info@frongochfarm.com. If you cancel your holiday more than 6 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 6 weeks before the holiday, then the full balance remains due and is not refundable. If you cancel, we will try to relist the holiday through our normal channels. If the holiday sells at a discounted price, your refund will be based on that lower amount. We will not refund more than you have paid.
4) We strongly advise that you take out comprehensive travel or event insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
5) Your booking will not be cancelled by the owner except in exceptional circumstances. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
6) The maximum number of people permitted to stay overnight at the property is 16. If it is discovered that this number was exceeded, the owners have the right to charge a pro rata fee for each additional guest or cancel the booking

with immediate effect (That is, the total rental price divided by 16). The party will also be liable for any damages resulting from their stay.

7) No parties or events unless held with this express permission of the owners. This includes, but is not limited to, weddings, anniversaries, stag and hen parties – the maximum number of 16 persons using the accommodation at any time must not exceed and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

8) Bookings cannot be accepted from persons under eighteen years of age.

9) The owner reserves the right to refuse a booking without giving any reason.

10) We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.

11) Tenancies commence **on Friday at 4pm** unless otherwise agreed and guests are required to vacate the rental by **11am** on the agreed day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.

12) Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by pets, vaping or smoking will be charged to the client..

13) Pet policy:

    a) Only 4 pets are allowed on the property at one time

    b) Pets are not permitted on beds

    c) Guests are responsible for cleaning up after their pets. A £10 charge will be levied for each individual animal waste left on outdoor spaces after check out.

    d) Damage and breakages caused by pets are the responsibility of the guests.

14) Damages and breakages:

    a) Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take appropriate action. If there has been any damage or breakages during your stay, we would be grateful if

you could report them promptly, especially before check-out.

b) The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage to the house structure, fixtures, fittings, decorations and appliances.

15) Please do not move any furniture from one room to another without the owner's express permission.

16) Garden furniture is stored in an outdoor wooden shelter and should be put back when poor weather is expected and at the end of your stay.

17) Large outdoor items such as games tables or sheds should not be moved without the express permission of the owners.

18) Doors and windows must be closed and locked when the property is unoccupied.

19) To the best of your ability, please make sure you switch off lights, heating, air conditioning or any electrical appliances when you go out – we're an eco-friendly holiday home. Unreasonable electricity costs incurred by the excessive use of appliances may be charged at the discretion of the owners.

20) The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.

21) Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.

22) The client may under no circumstance re-let or sublet the property, even free of charge. This will result in immediate termination of the booking.

23) The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds or hot tub/pool.

24) The use of portable hot tubs or saunas is not permitted unless with the express consent of the owners.

25) Electric vehicle charging is permitted using only the two designated EV chargers in the parking area and only via the GuestCharge online portal. No other socket, including 3 pin 13a sockets may be used to charge electric vehicles of any kind, including (but not limited to) electric cars and motorbikes. Use of any other socket to charge an EV will be subject to a reasonable charge determined by the owners, and may also result in the immediate termination of your stay.

26) No compensation will be given for any temporary outage of electricity, gas,

water, internet connection or television service.

27) The owners are not responsible for the loss of any personal belongings or valuables of the guest.

28) All inventory must remain in the property and not be taken to another property.

29) Guests are responsible for the safety and security of their children and pets at all times. Never leave children or pets alone without adult supervision, especially whilst using play equipment.

30) Please park your vehicles in the designated parking space, ensuring cars do not block access to the house for the owners or emergency services. Parking is limited to 10 vehicles.

31)Please respect the community and try to keep noise levels to a minimum when outside, especially between 12am and 7am. Amplified music of any kind is not allowed to be played outside after midnight.

32)We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.

33) Please use the designated barbecue and clean the barbecue after use.

34) Candles are not allowed inside the house.

35) Please do not set off fireworks of any kind - this includes indoor and outdoor fireworks of all types.

36) Check-out – On check out, please strip all beds, remove any rubbish/recycling to the outdoor bins, lock the house and return the key to the keysafe.

37) Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the guest has vacated the property from holiday will not be considered by the proprietor for compensation of any kind.

38) We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.