



BRYNDERWEN HOLIDAYS

Brynderwen, Llangadog, Carmarthenshire, SA19 9BS

brynderwenholidays@gmail.com

Tel: 01550 779244

Mobile: 07816914572

Bookings are subject to the following Terms and Conditions as agreed to at the time of booking:

1. A contract between you and the owners will come into existence when we confirm receipt of payment of your deposit and booking form with confirmed dates. The contract binds you and all members of your party. It is your responsibility to ensure all members of your party accept the terms of the contract set out in these Terms and Conditions of booking. Failure to disclose correct and all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.
2. A non-refundable deposit of £50 is payable at the time of booking via online payment, bank transfer or cleared cheque. Deposits may be refunded at the owners discretion.
3. The balance must be paid at least two weeks prior to arrival via online payment, bank transfer or cleared cheque and is non-refundable at this time. The balance may be refunded at the owners discretion.
4. All cancellations must be immediately notified in writing please ensure you receive written receipt of this information and confirmation of cancellation from the owners.
5. Amendment requests must be made in writing and will not be granted or guaranteed until you have received written confirmation from the owners.
6. You are strongly advised to take out adequate travel insurance for your holiday. It is your responsibility to check that your insurance cover is adequate. If you choose not to then you accept responsibility for any loss that you may incur due to cancellation.
7. We cannot offer refunds if guests cannot complete their stay, early departure does not warrant a rental decrease.
8. Your booking will not be cancelled or changed by the owners except in exceptional circumstances or if errors need correcting. Notification will be given of the cancellation as soon as possible and any payments returned. Our liability for cancellation will be limited to payments made to us. If we must terminate your holiday early for the above reasons you will be refunded part of the accommodation costs based on the time remaining of the booking. This will be the full extent of the liability of the Owners. No additional compensation, expenses or costs will be payable.
9. The number of persons using the accommodation at any time must not exceed four. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
10. Bookings cannot be accepted from persons under eighteen years of age.
11. We (the owners) reserve the right to refuse a booking without giving any reason.



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12. You and all guests will use the property and services lawfully, will not abuse any of the facilities provided as part of the services and will comply with any health and safety or other policies or instructions notified to you by us in connection with the property or services. You must not use the property or premises for any dangerous, offensive, noxious, noisy, immoral activities or carry out any act that may be a nuisance, annoyance or risk to the owners, neighbouring properties, local community, animals/livestock and ecology
13. We or our representative reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
14. Availability of the property normally commences on the specified arrival date at 4.30pm and guests are required to vacate the property by 10.30am on the day of departure unless otherwise agreed. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
15. Illegal drug use, smoking and or Vaping is not permitted anywhere on the premises and will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning will be at the expense of you.
16. In making a booking you accept responsibility for any theft or malicious damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
17. All guests are required to leave the property and all furniture, utensils, equipment, fixtures and fittings in or on the property in the same state of repair and condition as at the commencement of the holiday period and to ensure that at the end of that period the property is left in the same state of order and cleanliness in which it was found. Please inspect the property on arrival and in the event that you notice damage to the premises or accommodation please let us know immediately, so we may take the appropriate action. If there have been any damage or breakages during your stay, we would be grateful if you could advise us as soon as possible. The owners may make an additional, reasonable charge for professional cleaning or any loss or damage found including damage caused by pets after your and your guests' occupancy. This charge will also include a cost if any subsequent bookings need to be cancelled to allow for necessary cleaning, repair or if the property is not fit for purpose.
18. Pets are welcome at the property, but you must abide by the do's and don'ts outlined in the guest booklet. Failure to do so will result in immediate termination of occupancy and forfeiture of all payments.
19. Ensure that doors are locked and windows are closed when you leave the property unoccupied.
20. Please note in the event that any keys issued are not returned at the end of your stay, then the cost of replacement locks and or keys will be charged to you.



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21. You or any other person may in no circumstance re-let or sublet the property, even free of charge.
22. No person, other than the specified guests on the booking form are to use the facilities and amenities of the property without the express permission of the owners.
23. WiFi internet is available (at no extra cost) subject to technical availability. You agree to reasonable and lawful usage of this service and accept that, if WiFi is not available during your stay we will not be held responsible.
24. The owners make reasonable efforts to keep marketing and description of the premises and property e.g. website as accurate as possible. However, this cannot be warranted or form a contract and they reserve the right to make alterations or improvements without notice.
25. The owners shall not be liable for any temporary closure, defect or malfunction of any facilities, equipment, machinery or appliance in the building or grounds.
26. Children under 18 must be supervised by their parents/guardians at all times.
27. 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.
28. Any problem or complaint a guest may have concerning their holiday must be immediately reported directly to the owners/our representatives and we will endeavour to put matters right. Any complaints not reported to the owners/our representatives at the time and only reported at the end of or after the hire period will not be considered by the owners.
29. The lead guest booking the holiday will be responsible for all guests staying at the property and the things they do (and do not do) even if you do not stay there yourself during the holiday period. They are also to notify all guests before the holiday period starts of your and their obligations under these Terms and Conditions.
30. We reserve the right to make reasonable amendments or additions to these Terms and Conditions without notice.

COVID-19 Terms & Conditions Caveat

1. All guests must abide by COVID-19 Government regulations and guidance. A separate booklet is provided which must be read and regulations/guidance followed in conjunction with these Terms and Conditions.
2. If we are open for business any cancellations made by guests for whatever reason, other than a positive test for Covid19 (see below), will be subject to our usual Terms and Conditions.



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3. You or guests should not travel or come on holiday if they are advised by a health professional to stay at home and /or under existing Welsh and UK Government staying at home guidance. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the Government's test and trace programme. You must contact us immediately to cancel your holiday and not travel to protect the safety of others and our local community. You will not be permitted to isolate at Brynderwen Holidays (Derwen Coach House). As a goodwill gesture, in these circumstances only, we would deviate from our usual terms and offer you the opportunity to move your dates to another time within the next 12 months, subject to availability. Depending on the cost of the new booking, you may have to make an additional payment or you may receive a partial reduction in price/refund. Your deposit will be transferred to the new booking which will then be subject to our usual Terms & Conditions. We would however need to see written evidence of confirmation of a positive test or direct instructions to isolate.
4. If a COVID-19 infection of any guest is suspected/confirmed during your booking you are required to follow current Government regulations. In most cases this will include all guests returning to their main residence and following self-isolation requirements. You or any guest will not be permitted to isolate at Brynderwen Holidays (Derwen Coach House) unless Government regulations require you to do so. Guests will be liable if they are required to self-isolate for longer than their original booking, in Derwen Coach House. This will include the costs incurred by Brynderwen Holidays of any subsequent cancellations and/or the cost of additional rental for any extended period of occupation.
5. If we are required by Government to close our holiday accommodation and we have to cancel your booking, or travel restrictions prevent you from coming on holiday (lockdowns or guidance including Tier restrictions), we would ask that:
 - a. Primarily you consider moving your dates until later in the year or into 2022.
 - b. If this is not possible then we would ask you please, firstly check your travel insurance policy to see if you are covered and would ask you make a claim to cover monies paid.
 - c. If either option is not possible and we are unable to offer you a holiday due to enforced closure, we will refund your money.