



## TERMS & CONDITIONS – MAY 2022 UPDATE

### **The Owner**

Cwtch@Hafod is a trading name of Cwtch@Hafod Ltd.

Cwtch@Hafod Ltd is owned by Dr Gaynor E Lloyd-Davies.

### **The Hirer**

The hirer who makes the booking shall be twenty-five years of age or over and shall assume responsibility for all party members and visitors.

**PLEASE NOTE ALL OUR PROPERTIES ARE STRICTLY NON-SMOKING. SMOKING INSIDE THE PROPERTIES IS NOT ALLOWED UNDER ANY CONDITION.**

### **Guest Information**

The person making the booking must provide the names, addresses, and contact details of all the guests staying in the property for the duration of the booked holiday.

### **Children**

- All children age 2 and over will be counted within the numbers. Infants under 18 months and sleep in a cot can stay over the allocated occupancy. Maximum of 1 infant is accepted over the allowed occupancy of the cottage. No blow-up beds, sleeping on sofas or sharing parents' beds are accepted to accommodate children/infants.

### **Large group/same sex bookings: -**

We do not accept large group/same sex bookings as a standard this is purely because we don't cater for events like hen or stag parties. Please contact the owner to discuss option, deposit and potential facilities for large family and friends get togethers.

### **Prices**

Prices quoted include VAT.

### **Payment Terms**

#### **For all direct bookings.**

The deposit of 25% required at time of booking secures the booking.

- The balance of payment for the booked holiday will be payable 6 weeks prior to holiday commencement
- We strongly recommend you take out travel insurance even if you're travelling from within the UK as our insurers will not cover refunds due to cancellation caused by this pandemic.

The deposit will be accepted as part payment in respect of the booking,

if the balance is not paid in full by the due date Cwtch@Hafod will be entitled to cancel the booking without notice, and without incurring any liability to the hirer in respect of any loss or damage following such cancellation. The cancellation will be deemed to have been made by

the hirer.

We accept deposit payment by PayPal – (credit or debit cards – please note a charge is added to cover PayPal service charges) and deposit/ balance payments by bank transfers.

### **Booking Alterations/changes**

Involving administration is a cost of £10.00 per accommodation unit. This includes date changes or hut changes.

### **Cancellation Policy**

Once you have booked your holiday, our agreement is a legal contract and your deposit is non-refundable. If for whatever reason you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even we have not yet received your balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less a £20 administration fee. For this reason we strongly recommend that you take out cancellation insurance, which is inexpensive and can be obtained from any good broker..

In the unlikely event of Cwtch@Hafod having to cancel the booking, our liability shall be limited to any monies being fully refunded to the hirer, however where possible alternative accommodation will be offered.

In the event of cancellation by Cwtch@Hafod due to hirer's conduct - Discretion of refund could be made by Cwtch@Hafod less £50.00 administration will be charged.

However, Cwtch@Hafod recognises that every booking is made in good faith therefore if we can re let the property for the relevant period, we will refund the hirer at a pro rata rate.

Although cancellation cannot be avoided, we do recommend strongly that you take out holiday insurance with an independent broker.

### **Damage. Loss and Nuisance**

The hirer agrees that the supervision of children, babies, and any adults requiring care always remains the responsibility of the hirer.

### **Hot tubs Terms & Safety**

Mam@Cwtch has a 5 person electric rigid body Concept Spa jacuzzi hot tub. Tad cabin has a 4 person rigid body Concept Spa jacuzzi hot tub.

The hot tub may not be up to operating temperature on your arrival due to the water being changed. This can take up to 8 hours especially in winter months. No refund will be made should this occur.

The hirer is responsible for making sure that all members of their party and their guests are aware of and strictly adhere to the guidelines.

Risk to children - extreme caution must be exercised to prevent unauthorized access by under age children. The hot tub cover must remain closed at all times unless a responsible adult is present. No children under the age of 16 years are permitted in the hot tub as they cannot regulate their body temperatures suitably. Use of the hot tub by anyone under the

age of 16 years is entirely at your own risk. Remind everyone that wet surfaces can be very slippery. Make sure everyone takes care entering and leaving the tub.

All tubs and filters are thoroughly cleaned and disinfected after every client so that you are receiving a totally clean and fresh hot tub. We also adjust disinfectant levels and take records every morning to ensure your hot tub stays in healthy condition throughout your holiday. No refund will be made should you feel the tub is not clean enough.

You **MUST** always shower before and after use. Please note perfumes, make up, hair products and fake tan can make the water cloudy, if the water is contaminated in any way that results in us having to drop and refill your hot tub during your stay £50.00 will be charged to the hirer. (£150 charge will be made should you allow a pet in the hot tub)

You must not stay in the hot tub for more than 20 minutes as extended exposure to chlorine/bromine can cause burns and/or skin irritations. You have been warned of this and we do not accept liability for such skin irritations. Extended immersion in hot water can also result in hypothermia – a dangerous condition that occurs when the internal body temperature exceeds 37 degrees centigrade. Symptoms include unawareness of impending hazard, failure to perceive heat, failure to recognize the need to exit the tub, unconsciousness resulting in a danger of drowning.

You must not stand or sit on the hot tub cover or allow children to do so, If the cover is broken during your stay the hirer will be charged for a replacement. LazySpa only - Do not drag the vinyl cover using the cover straps; always use the handles and you must replace the Hot tub cover when the tub is not in use (whether empty or full).

You must not jump into the hot tub, allow anyone to sleep in it, wear jewellery in the tub, and you must keep all loose articles of clothing away from rotating jets and other moving components.

You should not use drugs, alcohol or medication before or during hot tub use as this may lead to a danger of drowning.

People with infectious diseases must not use the hot tub. Persons using medication should consult their doctor before using the tub. Some medication may cause drowsiness. Do not use the tub if your medication induces drowsiness, affects your heart rate, blood pressure or circulation. Pregnant women, persons suffering from obesity, heart disease, low or high blood pressure, circulatory problems or diabetes should consult their doctor before using the tub.

You should not use the tub immediately after strenuous exercise and you should Test the water with your hand before entering the tub to make sure it is comfortable.

You must not attempt to open the electrical box, you must not use any glassware, any detergent or soaps in the tub or drink the water from the tub.

Everyone using the hot tub must have their own Insurance cover prior to using the hot tub we also recommend getting liability insurance cover for the hire period.

Cwtch@Hafod Ltd will not be held responsible for injury or death however caused regarding the hire/use of the hot tub.

### **Picnic & Play Area – New May 2022**

Please shut the gate after entering/departing the area. Please remove your rubbish and litter and place in the appropriate bins by the entrance gates.

No dogs are allowed in this area. Pygmy goats, alpacas and horses graze in the fields bordering the area.

The children's playframe is there to provide entertainment for the children. It is for use of children between 5 and 14. All children must be accompanied by an adult/guardian. At all times it is the responsibility of parent/guardians to ensure the safety of their children whilst using the play equipment. No child or children should be left alone on site at any time.

#### Guidelines for use

- Maximum of 3 children playing on equipment at the same time
- Never push or roughhouse while on slides, climbing frame, swings and other areas
- Use equipment properly — slide feet-first, don't climb outside climbing areas, no standing on swings, etc.
- Always check to make sure no other children are in the way if they're going to jump off equipment or slide, and land on both feet with their knees slightly bent.
- Leave bikes, backpacks, and bags away from the equipment and the play area so that no one trips over them.

Cwtch@Hafod Ltd doesn't accept the liability or injury for incorrect use of the equipment provided.

### ***Guest responsibilities***

The guest who completes the booking is responsible for ensuring that all the guests comply with the terms and conditions.

Guests are required to keep the property and its contents in a clean and tidy condition.

Guests are requested to have consideration for guests who will be staying after them, and if cooking with strong smelling spices, to please open the windows, use the extractor fan, and wash cooking utensils used with white vinegar (provided) and consider using other measures to prevent the long lingering odour which will seep into the wood of the cabin and is practically impossible to eliminate for months.

Please check the property and its contents on your arrival. Please let us know if there are any issues as soon as possible after your arrival.

Guests shall allow reasonable access to the property by the owner for maintenance given reasonable notice.

**Guests are expected to leave the accommodation in the same state of cleanliness, general repair and order in which it was found.**

Please take care with our property. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents.

We understand that accidents can happen, and small breakages occur. Please let us know of any small damages as soon as possible but before the day of departure. Please report any non-minor damage immediately. Where additional cleaning is required or there has been a breakage or damage that is not reasonably expected we reserve the right to charge for any additional cleaning, replacement/repair costs incurred.

Guests shall be liable for any loss, costs, expenses or claims arising from damage caused to the property and or its contents/facilities by the deliberate act or negligent act of omission by the guest party.

We do not normally charge for minor breakages, but we may charge the debit/credit card used in booking the accommodation or send you an invoice for repair or making good if the damage or breakage is significant

If on arrival you find any damaged or non-working items, please let us know immediately.

Please keep your sets of keys safe. Any loss of keys will require new locks to be fitted and new keys to be cut, the cost of which will be payable by the guests.

**Guests are required to respect the local countryside and adhere to local regulations, for example, waste disposal and re-cycling. Please respect the rural environment. Do not cause a nuisance or excessive noise.**

**Items left in properties by guest:**

Please ensure that you check you have all your personal belongings before you depart. We will post reasonable items (i.e. small items). For larger or more valuable items, the hirer will be required to pay the cost of postage/courier

**Concerns whilst staying in our properties**

In the event of any problems or concerns, please immediately contact the owner Gaynor Lloyd-Davies on 07786436535

**Occupancy**

Occupancy begins after 4pm on the scheduled day of arrival and ends before 10 am on the day of departure. It is important that the properties are vacated by the agreed time so that we can have enough time to ensure extended CV19 cleaning measures are done.

Sleeping in vehicles including caravans parked in or around the property and tents are not permitted without express permission from the owner.

The total number of people shall NOT exceed the number permitted. This includes additional guests on camp/air beds, sofas or sharing beds. All guests booked/staying in Cwtch@Hafod properties must be named and addresses provided at time of booking. This is for Track & Trace, insurance and emergency service reasons.

The property will be available to the customer and members of their party only and should be used solely for the purpose of a holiday within the meaning of section 9 of the Rent Act

1977.

All properties are non-smoking.

### **Linen**

Bed linen is included in the price and beds are made up on arrival. Bathroom towels are provided but we ask that you bring extra towels for the beach and watersport activity.

NB: Beds are set as per website and no bed configuration is possible

### **Doggie Doos and Donts**

Nain hut and Tad cabin are "Dog Friendly".

We do not like having lots of rules and regulations because we realise that dogs are very much part of people's families, however our lovely little Nain hut is very much part of our family, so please look after it for us. Also, some of our guests will be visiting without dogs. We thought it only fair that as a prospective visitor, our House Rules for Dogs should be plainly stated so you can decide if Nain hut is right for you & your pet/s.

Please remember to bring along your dog's

- Bed
- Towels
- Lead/collar
- Poo bags
- Drinking/Feed bowls

1. We do not allow puppies under the age of 1 year or bitches in season. Sorry.
2. Dogs must be kept on leads at all times on site and are not allowed to roam loose within the grounds. There are livestock in the adjoining fields – goats, alpacas, horses, cats and very large dogs.
3. Nain hut - please do not let your dog/s urinate on the small Christmas trees at the entrance to the grassed area. This will make it a marking spot for all dogs and it will give the entrance an unpleasant smell in dry weather.
4. The only area where the dog can be left off lead is the dedicated fenced off area at rear of Nain hut or the fenced area to the rear of Tad cabin.
5. Dogs are not to be left unattended at any time within the hut or its enclosed garden.
6. Dogs are only allowed in Nain hut and the enclosed garden behind the hut.
7. Dog owners must clear up their dog's poo. We have put a small dog poo bag bin by the red bins.
8. Dogs are not allowed on the furniture, the benches, the double bed or the bunk beds.
9. Nain hut - the children's bunk bed duvets/pillows are not to be used as a dog bed under any circumstances.
10. Entire male dogs may mark a new area/ territory, please wipe down the area immediately with the antibacterial cleaner spray.
11. Please wipe down your pet's paws if they are wet or muddy, before entering the hut.
12. Please note that significant damage or stains will be chargeable back to the owner.

We are confident that our guests are responsible dog owners and considerate human beings and will look after our lovely little Nain hut for us.

**Log Burner – Nain, Taid and Mam**

A complimentary supply of logs will be provided for your arrival. Please adhere to the fire safety guidance in the Guest Information Pack.

**Fire Safety**

Audible combined fire alarms/CO2 detectors are installed in all the huts as well as fire blankets. Fire extinguishers are also within an approved box within easy visible access on site.

In the event of a fire please ring 999 clearly stating CwtchatHafod, LL61 6NJ

**Decking**

Please take care when walking on the decking. Anti-slip paint has been applied. Please take extra care in wet weather conditions

**Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

We do not accept responsibility for any material loss, damage, inconvenience or additional expense directly or indirectly caused by or arising out of the property, its plumbing, gas, electrical services or exceptional weather. The use of the accommodation and facilities offered is entirely at the guests' own risk.

**Force Majeure**

We cannot accept responsibility or liability for loss, damage, delay, or cancellation due to events outside of our control, including, but not restricted to, airline rescheduling, bad weather, industrial action or acts of government or public.

**Sustainability**

The huts water supply is a mains water supply. Please be ecological with your use.

The huts are on mains sewerage connection. Please however do not flush anything other than toilet paper down the toilet. We appreciate your consideration. We provide bags for sanitary ware and nappy disposal.

We provide a waste collection for recycling paper, plastic, bottles etc. There are recycling bags in the properties and one of the orange bins by the gates is for recycling products.

**Keys**

We will arrange access to properties with you prior to arrival.

**Photography**

The information and description given on our web site is for guidance only. While every effort has been made to ensure accuracy Cwtch@Hafod shall not be liable for any mis-description or incorrect information