

The View@Llwyn

Margaret & Roger Neaves, The View@Llwyn, Llwyn Cottage, Clun, Shropshire, SY7
8NB

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TERMS AND CONDITIONS

Margaret and Roger Neaves (herein after referred to as **we**, **our**, or the “**Owners**”) offer short term rental of the home known as The View@Llwyn (the “**Property**”) to the person named as the lead person on the booking form (herein after referred to **you**, **your** or as the “**Guest**”).

Information about the Property can be found at <http://shropshireholidaycottage.com>.

Making a booking:

A booking can be made to us via our website, by e-mail or on the phone. To finalise the booking our booking form must be completed and returned to us either by email or post with the required deposit. A copy of these terms and conditions are sent with the booking form and can be found on our website at <http://shropshireholidaycottage.com/>.

Reservations will be confirmed upon receipt of payment of a non-refundable deposit of 20% of the booking value. By your completion and submission of the booking form, it is deemed that you have read and agreed to abide by these terms and conditions. Please ensure that you visit our web page for the most up to date terms and conditions.

Please note - everyone occupying the Property (staying overnight) must be listed on the booking form, including small children.

Booking Changes:

If you need to change your booking after confirmation you must phone or email and we will try to meet your requirements wherever possible. If you add people to your booking, they are added on the understanding that they have accepted these terms and conditions. The Owners reserve the right to charge cancellation fees if the number of nights booked is reduced or dates are changed. The Owners must be informed of any changes to party names/size. We will issue a revised booking form to confirm your changes.

Cancellations:

Please note that the reservation deposit is non-refundable.

In the event of cancellation of the holiday by yourselves:

More than 8 weeks prior to departure - deposit only will be charged

4-8 weeks prior to departure - 50% of total rental

2-4 weeks prior to departure - 75% of total rental

Less than 2 weeks prior to departure - 100% of total rental

In the unlikely event of anything occurring outside of our control causing the property to be unavailable, a full refund of all monies will be paid, although we will make every effort to either arrange alternative accommodation for the same period or other acceptable dates.

Payment:

The balance needs to be paid 8 weeks before your holiday. We do not require a security deposit and do not charge for minor breakages, but do ask that you let us know if something meets with an accident so that we can replace it before the next guests are due. In the event of a major breakage such as a window or piece of furniture we would expect the guest to pay towards the cost of replacement (up to £100).

Payments can be made by bank transfer - sort code 11 05 08 account number 00121699 account name R & M Neaves.

Or by cheque payable to Mrs M Neaves and sent to Llwyn Cottage, Clun, Shropshire, SY7 8NB.

Check in and Check out:

Check- in to the Property is after 4:00pm on the day of arrival as shown on the confirmation of booking form and check- out is by 10:00am on the date as shown on the form. Should the Guest require an early check-in or a late check-out then this can only be approved within 14 days of arrival.

Insurance:

Please ensure that you have adequate holiday insurance for cancellation, accidents, hospitalisation and return of yourselves and vehicle/s to your home address. We cannot be responsible for any accidents, break-ins or theft within the property during your stay.

Limitation of Liability:

We cannot accept liability for any injury, loss or damage, consequential or otherwise suffered by you or any other member of your party, unless there was wilful default by us or our employees, or unless personal injury or death was caused by our negligence.

Smoking and Pets:

For the safety and comfort of all our guests smoking is not permitted inside the Property at any time. Pets are accepted by prior arrangement. Pets are not permitted on furniture or beds.

Neighbours:

We offer The View@Llwyn as a holiday home for you and ask that you take care that the peace and tranquility of the neighbourhood is not disturbed. Please be aware of, and respect our few neighbours.

Fireworks or similar are forbidden as farm animals are nearby.

Owners Access:

The Owners shall be allowed access at any reasonable times during your stay, and wherever possible will provide reasonable advance notice.

Responsibilities:

All persons forming the party of the Guest whether or not they are stated on the booking form are responsible for the care of the Property and are expected to take reasonable care of it, turning off all unused items, and ensuring the Property is locked . Failure to comply could result in the named persons (jointly and/or severally) being held responsible for the cost of losses and damage incurred in the event of a burglary whilst the property is unoccupied. At the end of the rental period the Guest is responsible for leaving the property in good order and in a reasonably clean condition.

Complaints:

We wish you a pleasant, relaxing stay. In the unlikely event that you should have a problem with the Property or its facilities, please bring this to our attention immediately so that we can attempt to resolve the issue as soon as possible.

Booking Form

Name	
Address	
Contact Number / Email Address	
Number of guests	
Arrival Date	
Departure Date	
Bedroom 2 set up as twin or double?	
One well behaved dog?	

Guest Details

Title	First Name	Surname	Age if under 16