

Swn-y-Dwr terms and conditions: 2021-22 (Updated 18 July 2022)

Terms and conditions

OK, this is the slightly formal bit. We want you to make the most of your stay at Swn-y-Dwr – and if you're like us, we do appreciate that terms and conditions can be rather boring. Nevertheless, all of this is common sense and designed to be straightforward and nothing onerous, plus, above all, is intended to ensure that you make the most of your stay within our cottage. They're also to let you know of your commitments to us (and of course, vice-versa) – the main one being that you enjoy the cottage to its maximum advantage. However, if you do have any concerns or queries whatsoever please do let us know in good time as these terms form the basis of our agreement with you. Please do take a few minutes to read them and make sure that you're happy with them, as you will be asked to accept them when you confirm your booking with us.

Booking

The usual booking period is Friday to Friday, but we do try to be flexible where practical and can sometimes fit in shorter periods, including long weekends. (These are more likely to be in off-peak periods, so please either ring us or take a look at our booking calendar to check availability.)

While this calendar always reflects the most up-to-date availability, please feel free to contact Nick or Emiko by phone or email if you have anything specific that you want to ask about.

It almost goes without saying that booking early is the best way to get what you want, when you want – especially for peak periods – but having said that, it's often worth looking for other available slots which might prove suitable and which, if off-peak, may be available at an even more attractive price.

Deposits

Booking fee deposit

For all lettings at our weekly rate, a non-refundable deposit of 25% is payable at the time of booking. This is standard practice throughout the UK holiday business, but just to let you know, we will require the remaining balance payable at a minimum six weeks before the arrival date.

Sadly, we have to regard non-payment of the amount due by this date as a cancellation and as such, we'll be entitled to re-let the accommodation. Having said that, it rarely ever comes to that.

Happily though, if we're able to re-let the same period, at the same rate, then the deposit will be refunded to you.

Damage deposit

Please note that *in addition* to your booking fee – and the initial non-refundable booking deposit – we will add a returnable damage/good housekeeping deposit of £300 to every booking.

This deposit will normally be returned by bank transfer (or mutually pre-agreed method of payment, but not cash) the day after your departure date, at which point we will have completed the changeover and will have been able to assess the property, its fixtures and fittings to ensure that it's in the same condition as when you began your let.

The deposit will be payable with your final balance payment – and always before taking up the let itself.

Responsibilities

Please note that as a group you are individually, jointly and severally liable for any damage caused.

Our commitment to you

Nick and Emiko – the owners of Swn-y-Dwr – are totally committed to ensuring that your stay is as comfortable and relaxing as possible, which is why we strive to provide a contemporary, well maintained environment (both inside and out) for you and for all other guests.

We will also provide you with a clean, comfortable cottage ready for occupation immediately upon your arrival and this will include all bed linen and towels. (Please supply your own towels for beach and swimming use.)

Your commitment to us

Our tariffs reflect the cost for taking Swn-y-Dwr in its entirety, ie the whole cottage and its grounds, under one booking agreement, which we share with you and your group as a legally binding contract.

The cottage sleeps up to eleven people. The booking fee is for the cottage, its facilities and its gardens. There are no discounts if fewer people use it within your letting period. It's entirely your choice as to how many people (or indeed how few) use the facilities, up to the maximum of eleven. We do not allow sub-letting under any circumstances.

We do require guests to confirm numbers in advance of the actual let so that the necessary linen, etc. can be prepared. For this reason, we do not normally allow reallocations of rooms to others – whether friends or family – outside the originally booked group within the letting period.

If you or any of your original party have to vacate the cottage early you may not re-allocate the remaining period to anyone, whether friends or family. In other words, when you or they leave the contract ends and we can re-let the remaining period at our normal tariff.

Letting period

For standard weekly rentals the cottage will be available from 4.00 pm on the first Friday of your arrival, and so that we can prepare it thoroughly ready for the next guests, please can you ensure that you have vacated it by 10.00 am on the day of departure, the following Friday. (The above times may be flexible by prior arrangement with Nick and Emiko, subject to the available time between changeovers. For any problems or special requirements please ask.)

Cleaning charges

We reserve the right to apply an additional cleaning charge of £50.00 (the amount will be deducted from your damage/excess cleaning deposit) if the property is left unreasonably dirty upon your departure, this includes the bathrooms, kitchen and other kitchen equipment. Please can you leave the property and its equipment in the same condition as you found it.

Refuse and waste disposal and local authority regulations

The local council operates a very strict waste disposal regime, which needs to be complied with. There are separate bins for various categories of waste and we will run through this with you upon your arrival. We do ask that all our guests respect and adhere to this policy responsibly.

No show policy

This means that if, for whatever reason, you do not turn up at the accommodation on the arrival date

stated on your booking confirmation email, it shall be considered a cancellation and all monies paid will be forfeited. (For your peace of mind and protection, please see section below regarding *holiday insurance*.)

While we would be sympathetic, we can't accept responsibility for changes in your personal circumstances that are outside of our control.

If something isn't quite right

Nobody's perfect and things can (and do) sometimes go wrong occasionally. If something isn't quite right with your accommodation please let us know immediately and we will try our utmost to rectify it.

Liabilities

We do our utmost to provide a safe and clean environment for you to enjoy but we accept no responsibility or liability for any damage or injury to any member of the party, however caused, so please take a few moments to familiarise yourself with the overall layout, including access and the gardens. The gate to the riverbank will be padlocked.

The hirer must take responsibility to prevent any member of the party from causing a nuisance or disturbance to neighbouring residents.

Betws-y-Coed is generally a safe environment, but nevertheless, your vehicles and their accessories and contents are left entirely at your own risk as are all personal belongings left in the property.

Finally, while we will respect your privacy throughout your stay, it may from time to time be necessary for us to visit the property for maintenance or other issues, so we'll aim to do so with minimal disruption but we may sometimes have to do this at short notice. We live only a few minutes' walk away from Swn-y-Dwr.

Internet: acceptable use

We'll give you the password to use during your stay. In return we ask you to respect the following:

1. You agree not to access or download illegal material.
2. You agree not to change any of the Wi-Fi settings or password.
3. You agree not to download large high bandwidth data files and material such as movies or TV programmes that would constitute high data usage and which could overload or slow down access to the network for other users.
4. You agree that you are responsible and accountable to the relative authorities for any internet usage that is deemed to be illegal, offensive or in breach of security regulations.

Access

Swn-y-Dwr's accommodation is over three floors: lower ground, ground and first floors.

Main access to the property's ground floor is via small steps from Mill Street/Pentre Felin. Off-street vehicle parking for six cars is to the side, from where additional access can be made via the side entrance to the rear door to the kitchen, lower bedroom, separate bathroom and drying areas, all of which are situated on the lower ground floor.

Bedroom number two (which is not en-suite) is on the ground floor, adjacent to the front door and main living area, while the other three bedrooms (each en-suite) are accessed via a staircase to the first upper floor.

There are no ramps for wheelchair or pushchair access.

We also request that you use the rear, lower ground floor entrance after completing any outdoor activities, especially after inclement weather, and that you use the drying facilities for boots and other clothing.

Smoking (or no smoking)

One of us is a reformed smoker, but that hasn't affected the fact that while appreciating the difficulties, we must insist on applying a strict no smoking policy throughout! (Except for the gardens, but even then, please clean up after yourselves...)

We have a sophisticated smoke and fire alarm system throughout the property and if this is triggered (which it will be) by any sneaky cigarettes, cigars or pipes, we're afraid that you will be liable for the fact that our system is linked automatically to the local fire service and you will, without a shadow of a doubt, be liable for their call out charges.

Barbecue area

We have designated a barbecue area (with equipment) immediately outside in the patio area to the rear of the lower ground floor. Please feel free to use this (although you will need to supply your own fuel, etc.) However, please, please, please do not use the barbecue in any other area and especially don't feel tempted to use disposable barbecues (or indeed your own equipment) anywhere else in the gardens. Please also take note of the local authority regulations with regards to the disposal of ash and other rubbish. (A copy of this will be available in the kitchen area.)

Towels and linen

Please do not take any towels or linen off the premises.

Pets

Regrettably, we have had to implement a no pets policy.

Holiday insurance

For your own protection against unforeseen events we strongly recommend that you take out holiday insurance.

A typically suitable policy can be obtained via <http://www.guestfirst.co.uk>

From whom, for a small premium, your holiday payments are fully protected against unforeseen events. Ultimately of course, it's down to you, but it's certainly worth considering.

Payment methods

Our preferred method of payment is by direct bank transfer.

Covid-19 Addendums

- Bookings made after 23rd March 2020 are refundable in the event that lockdown restrictions do not enable a stay or a guest(s) prove positive for Covid-19. In this event you will need to provide evidence of a positive Covid-19 test result. Otherwise our standard Terms & Conditions will prevail.
- If a guest displays Covid-19 symptoms during your stay, you must inform us immediately. Then please follow the departure protocols outlined in the laminated document in the kitchen. Once you have completed this you must leave immediately and return home.
- If a guest has to self-isolate at Swn-y-Dwr then they will have to pay for the extended rental period.

Thank you.

Nick and Emiko Corney

Revised, 18 July 2022