

# Booking Terms & Conditions

**Property address:** Apartment 2, Georgian House, 10 Llewellyn Avenue, Llandudno, Conwy, LL30 2ER.

For the purposes of these rental terms and conditions the words 'we' and 'our' refer to the owner of Apartment 2, Llandudno and the words 'you' and 'your' refer to the guest.

**Required information:** We will need your postal address and the names (and ages if under 18) of everyone who will be staying at the apartment, for legal reasons and as a fire safety precaution.

**Arrival/departure time:** Arrival time is after 1pm and departure is before 10am. We reserve the right to delay the arrival time until no later than 4pm in the unlikely event that we cannot prepare the apartment in time for your earlier arrival due to unforeseen circumstances (eg if the previous guest has left the apartment in a state of disrepair/significant uncleanliness).

**Maximum occupancy:** The maximum number of guests is 5.

**Pets:** Unfortunately, pets are not allowed in the apartment. We reserve the right to cancel a booking and if necessary remove guests from the property if they breach this condition. In this case the cancellation policy below will apply.

It is agreed between the guest and the owner that:

- Guests do not smoke in the property;
- No damage is done to the property or its contents, beyond normal wear and tear.
- Unreasonable damage will be charged to the guest and claims will be pursued through the small claims court if necessary;
- All debris, rubbish and discards are placed in the appropriate rubbish/recycling bin and soiled dishes are washed, dried and put away before departure;
- Used bed linens and towels are placed on the floor and clean ones on the beds to avoid unnecessary laundering;
- Bed linen and towels are not taken from the apartment;
- All keys are placed in the letterbox on departure;
- Early arrival or late departure does not hinder cleaning of the apartment for the next guest;
- The guest will allow the owner access to the property at all reasonable times for purposes of essential repair and maintenance, in an emergency or to check that booking conditions are being adhered to.

**Reasonable condition of cleanliness and repair:** If you do not find the apartment in a reasonable condition of cleanliness and repair upon arrival, you must notify us immediately. If you have any problem with the apartment during your stay, we should be notified as soon as possible. We will not be held liable for issues or inconveniences we are notified of after your departure.

**Limit of liability:** We will not be liable for issues or inconveniences arising from circumstances outside our control such as (but not limited to) loss of power, water or internet connection to the property or damage to the property caused by adverse weather conditions, although every effort will be made to put them right during your stay if you inform us of them promptly. Similarly, while every effort is made to avoid foreseeable issues or inconveniences arising, we will not be liable for those caused by circumstances we could not reasonably have foreseen.

**Inclusive fees:** The following is included in the rental price for the apartment: Bed linen for all beds; one hand towel and one bath towel per guest; reasonable amounts of electricity and water for the length of your stay; one non-slip mat, 2 toilet rolls; 1 tea towels, 1 washing up sponge and oven gloves for the kitchen; unlimited use of wi-fi; all other advertised features of the property. Bed linens and towels must not be taken from the apartment. Guests must bring their own beach towels.

**Payment terms:** A reservation deposit of 50% of the booking fee is required at the time of booking, with the balance payable 28 days before the arrival date. Payment in full is required 28 days prior to arrival.

**Payment methods:** The preferred payment method is via BACS/Bank transfer (account number 76696588, sort code 53-70-33), credit card payments taken over the phone incur a small charge of (3.6%).

**Late payments:** If either the reservation deposit or the final payment is more than 5 days late the booking will be cancelled and the cancellation policy below will apply. This is to allow us a reasonable amount of time to re-advertise/re-book the property in the event of non-payment of the rental fee.

**Cancellations:** A 60 day notice period is required for cancellation. Cancellations that are made more than 60 days prior to the arrival date will incur no penalty. Cancellations that are made 28 – 60 days prior to arrival will forfeit the reservation deposit. Cancellations within 28 days of arrival will forfeit the full payment. This policy applies from the date on which we receive notice of cancellation from you. We recommend that you take out holiday insurance against any unforeseen circumstances that may give you cause to cancel and forfeit your payment/s.

**Rate changes:** Rates are subject to change without notice. However, your rate is considered confirmed and guaranteed at the time of your first payment.

**Falsified reservations:** Reservations obtained under false pretence are subject to forfeiture of any advance payment and the party will not be permitted to check in. Written exceptions: Any exceptions to the above mentioned policies must be approved in writing in advance.