

# Stonesthrow Cottages

Email [information@stonesthrowcottages.com](mailto:information@stonesthrowcottages.com)

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## Terms and conditions of booking

Booking Conditions and General Information –  
Please read carefully

The hiring contract is between the Hirer and the Owner of the property for which the booking is made and incorporates the conditions set out below:

### Authority to Sign

The person signing the booking form certifies that he/she is authorised to agree the Booking Conditions on behalf of all persons included on the Booking Form. The signatory must be a member of the party occupying the property and must be 18 years of age or over. Bookings cannot be accepted from parties of young people under 18 years of age.

### Payment

Bookings are to be accompanied by a deposit of one third of the rent. The balance of the rent must be paid 56 days (8 weeks) before the commencement of the holiday. Non payment of the balance of the rent on or before the due date shall be construed as a cancellation of the contract by the Hirer. The full rent is payable if the occupation date is less than 56 days (8 weeks) from the date of booking.

### Hirer's Obligation

The Hirer agrees:

To pay for any breakages, losses or damage to the property before departure. To take all reasonable and proper care of the property and leave it in a clean and tidy condition at the end of the tenancy. Particular attention must be given to the kitchen, ensuring that all equipment and utensils are left clean and tidy. The Hirer is responsible for any additional cleaning costs incurred.

To permit the owners reasonable access to the property to carry out any urgent maintenance.

Not to sublet or share the property except with persons nominated when booking. The maximum number of persons allowed at the property is clearly stated and must not be exceeded. (Owners reserve the right to terminate the hire without notice and without refund in case of a breach of this condition).

### PETS

A maximum of 2 is welcomed at the cost of £17 per pet

Pet owners are responsible for any extra cleaning that may be required, either in the property or in the grounds.

Pets **MUST NOT** under any circumstances be allowed on any soft furnishings or beds.

Pets **MUST** have their own blankets to protect the floor coverings at all times.

Prior consent **MUST** be obtained for more than the agreed number of pets.

Pets **MUST** not cause any annoyance, become a nuisance or intimidate occupants of adjoining properties.

Pets **MUST NOT**, at any time, be left alone in the property.

The breed/type of dog must be declared upon booking and on the Booking Form Please note, certain breeds of dogs are unwelcome .

Owners must never allow pets to defecate in the grounds where children may play. Failure to clean after pets may be heavily surcharged.

### Parking

Parking is limited to one large car or 2 smaller saloons (Upper vestry only) free parking is available close by

### Noise

Please note due to the age of Bancyfelin Vestry, occasional excess noise can be generated from guests staying in the Upper Vestry. (Sound proofing has been installed)

### Cancellation

If the Hirer wishes to cancel the booking for non-insurable reasons he should advise immediately by

telephone, followed by a confirmatory letter. Upon receipt of such letter the property owner (but without any obligation to the Hirer) use their best endeavours to obtain a replacement letting and, if such replacement is obtained, will then refund to the Hirer any monies paid less a handling charge. If the property owner is unable to relet then the property owner shall be entitled to retain all payments already made and to recover, if not already paid, the balance of the hiring charge.

#### **Non-availability of Property**

If, for any reason beyond the Property owners control, the property is not available on the date booked, all rent paid in advance will be refunded in full. The Hirer shall have no further claims against the Owner.

#### **V.A.T.**

There is no extra charge for VAT. Where VAT is payable the tax is included in the quoted weekly rent. Should the tax vary, the owner reserve the right to vary the rental.

#### **Caring for your Safety**

Every reasonable effort has been made to indicate possible safety hazards in the property description. However, it is guests responsibility (particularly parents with young children) to inspect the property and grounds immediately on arrival and note any possible hazards. Check the layout of your holiday property so that in an emergency you can get out quickly and easily. Please read and respect any warning/hazard/restriction notices that the owners have placed in the property

#### **Older properties**

Please remember that these are older properties they were built before the days of minimum ceiling/door heights, easy stair gradients, cavity insulation and damp proof courses, also countryside activity (farming etc) and animals can be noisy and smelly at times!

#### **Arrival and Departure Times**

Properties are normally only available after 4.30 p.m. on the day of arrival and must be vacated by 10. 00 a.m. on the day of departure please.

#### **Bed linen**

Guests need to supply their own bed linen:

The Upper Vestry has 3 x double beds and 2 x single beds

The Lower Vestry has 1 x Double bed and 2 x Single beds

We will supply Duvets and Pillows, however you are welcome to bring your own.

#### **Complaints**

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint we are anxious that remedial action is taken as soon as possible. It is essential that you contact the caretaker if any problem arises so that it can be speedily resolved. If the complaint is more complicated please telephone the owner. If after this you feel that the complaint still remains unresolved then notify us in writing, within 7 days of returning from your holiday. Please help us to help you by following this procedure which is designed to effect the speediest possible investigation and rectification of complaints. We cannot subsequently consider any complaints or enter into any correspondence about them unless this procedure has been followed.

#### **General**

Every reasonable effort has been made to ensure that the descriptions/photographs are accurate and all statements are made in the honest belief that they are accurate at the time of going to press. However, all distances are approximate and facilities may be altered or withdrawn for which we cannot accept responsibility.

#### **HOLIDAY CANCELLATION & EMERGENCY EXPENSES INSURANCE**

We recommend that you take insurance to cover cancellation