

Terms and Conditions of booking

We want you to really enjoy your holiday in Sowena and would ask that you take time to read the Terms and Conditions of booking, thank you. All bookings are subject to the following terms and conditions and will be considered an effective contract upon payment.

1. General.
 - 1a- The contract shall be between Mrs G.Bent t/a Gears Farmhouse Holidays (hereafter known as the Owner) and the person hiring the cottage for said dates on booking form.
 - 1b- All contracts are between the Hirer and the Owner.
2. Bookings.
 - 2a- A booking confers upon the hirer and stated number of occupants the right to occupy Sowena (hereafter known as the Property) for a holiday within the meaning of Paragraph 9 of schedule 1 of the Housing Act 1988, or any act which supercedes it.
 - 2b- Rentals are for a maximum of four weeks and commence at 3pm on the first day of rental and at end at 10.30 am on departure day, unless otherwise stated.
 - 2c- The booking is effective when confirmation has been sent to the Hirer by the Owner.
3. Payment.
 - 3a- If a booking is made six weeks or more before the rental period is due to start 25% of the rental fee , a £7 booking fee and a £50 security deposit are required to be sent within 5 days of the booking request. Confirmation of booking will be sent once payment has been received.
 - 3b- A £50 security deposit is payable upon booking and will be held until 1 week after the end of the rental period. This deposit will be used to cover costs of any damage, loss or excess cleaning of the property if so required. If the deposit is used, a detailed invoice and any remaining deposit will be returned to the hirer. Normally the deposit will not be needed and the full amount will be refunded to the hirer.
 - 3c – If these monies are not paid within 5 days of a booking request, the booking will be cancelled and the property made available to others.
 - 3d- If a booking is made less than six weeks before the rental period is due to start the **full** rental cost, £7 booking fee and £50 security deposit are required immediately. Confirmation of the booking will be sent once payment has been received.
 - 3e – If these monies are not paid immediately after the booking request, the booking will be deemed cancelled and the property made available to others.
4. Final Payment.
 - 4a- Once a booking has been confirmed, the full payment will be required **not less** than six weeks before commencement of the rental period. This date will be clearly stated in the confirmation letter. Failure to make final payments by the due date will result in cancellation of the booking and any deposit will be forfeited. The security deposit of £50 will be refunded.
 - 4b- A booking fee of £7 is payable per booking and is non- refundable.
 - 4c- Rental charges are in pounds sterling
 - 4d- All payments to be made to **Gears Farmhouse Holidays**.
5. Cancellations
 - 5a- If you need to cancel the booking, **please inform the Owner as soon as possible. Telephone cancellations must be followed by written notification of a cancellation.**
 - 5b –The Owner will try to re-book the property but if this is not possible no refunds can be made to the hirer.
 - 5c- If the property can be re-let for all or part of the time for which it was reserved, the Owner will refund monies to the value of the rental value of the re-booking (minus a £25 cancellation fee) but will not exceed the original rental paid.
 - 5d- A cancellation fee of £25 is payable by the hirer.
 - 5e- Gears Farmhouse Holidays is unable to offer holiday insurance and the hirer is strongly advised to take out appropriate holiday insurance to cover the cost of cancellation.
 - 5f- If the cancellation is due to reasons outside of the control of the Owner, for whatever reason, any holiday monies paid will be refunded in full or an alternative date may be made available if the hirer so chooses.
6. Other issues
 - 6a- The Owner accepts no responsibility for accident, damage, loss, injury or expense incurred by the hirer or any other person connected to the letting whilst in the property or on property grounds.
 - 6b- The Owner accepts no responsibility for accident, damage or loss of personal belongings or vehicles belonging to the hirer, any of the booking party or persons visiting during the rental period whilst in the property or on property grounds.
7. Arrivals and Departures
 - 7a- The property will be ready for occupancy from 3pm on first day of rental
 - 7b- The property must be vacated by 10.30am on day of departure
 - 7c The Owner will endeavour to be flexible with these times to accommodate individual hirers needs, however it cannot be guaranteed that alternative times can be offered and the hirer must liaise with the Owner.
 - 7d. Failure to vacate the property at the agreed time may result in additional costs to the hirer.
8. Linen, Bedding and Utilities
 - 8a- All bed linen, towels and tea towels are included in the rental cost of the property. This does NOT include beach towels. The hirer and occupants for the rental period must provide their own beach towels. The hirer will be liable to additional costs if towels from the property are damaged by their misuse.
 - 8b- All utilities are included in the rental cost of the property – these include water, electricity and LPG.

9. Pets
- 9a. At the present time no pets are allowed in the property.
N.B.- Allergy sufferers please note that the owner cannot guarantee that the property will be 100% pet hair free.
10. Obligations of the Hirer
- 10a- Not to exceed the number of occupants on the booking form. Failure to do so may lead to you and your party being asked to vacate the property and your booking will be treated as a cancellation.
- 10b- Not to sell or transfer the booking to another party without the consent of the Owner.
- 10c- To leave the property, including all utensils and equipment in a clean, tidy and usable state. Return all furniture to its' original location.
- 10d- To grant reasonable access to the Owner ,or any other person directed by her, in the instance that such access is deemed necessary.
- 10e- To use the property in a manner that does not cause offence or nuisance to neighbouring properties.
- 10f- To pay for any loss or damages to the property caused by you or any members of the booking party, or persons visiting you during your stay. The costs will be deducted from the Security deposit, however if repair or damage costs exceed this £50 deposit, the extra costs will be payable by the hirer. (Excludes general wear and tear.)
- 10g- Not to smoke inside the property and to properly extinguish and remove smoking materials when smoking in property grounds.
11. Obligations of the Owner
- 11a- To ensure the property is clean, tidy and presentable for your arrival.
- 11b- To ensure that all appliances are in working order.
- 11c- To ensure that items included in rental price are available to the hirer
12. Complaints.
- In the event of any dissatisfaction with the property, please inform the Owner, or her representatives, as soon as possible.
- 12a- The Owner will undertake whatever action is required to rectify a problem as soon as possible.
- 12b- The Owner cannot be held responsible for the likes / dislikes of the hirer or any of the booking party.
- 12c- A charge to the hirer may be made if a callout by an engineer or technician is considered unjustified.
- 12d- Under no circumstances will correspondence be entered into after the letting period has taken place if the Owner, or her representatives, were not informed of a problem or given the opportunity to solve an issue during the letting period.
13. Breach of Contract
- If there is a breach of any of these conditions by the Hirer or any of their party, the Owner reserves the right to enter the property and ask the hirer and their party to leave the property –therefore ending the holiday period.
14. These terms and conditions shall be governed by and are in accordance with the law of England and Wales.
By completing a booking form for Sowena and returning it to the Owner (via post or email) the hirer is in agreement with these Terms and Conditions.