

WERN MANOR TERMS & CONDITIONS

The following terms & conditions apply to all holiday bookings with Wern Manor Holidays (the host).

1. Booking and Acceptance

Any booking is a contract between Wern Manor Holidays and lead booker (person named on the booking form). For a booking to be valid, all of the following must be completed as required:

1.1 Payment

For bookings made more than 8 weeks before arrival a deposit payment of 25% of the total rental fee is required to be paid and should be received by the host within 1 week of the booking request. The balance payment is subsequently required to be paid no later than 8 weeks before arrival, at which time a Security Deposit of £500 is also due. This security deposit will be returned to you no later than 7 days after departure, provided proper care has been taken of the property

For bookings made less than 8 weeks before arrival the total rental fee is required to be paid and should be received by the host within 1 week of the booking request.

If payment is not received by the due date as described above, the hosts reserve the right to cancel the booking. In the event of payment not having been received prior to arrival, access to the property will be denied.

1.2 Completed booking form

A simple booking form will be sent to the guest by email and this should be returned to the host within 1 week of receipt. The booking form includes a tick box to indicate guest acceptance of these Terms & Conditions. This is required be ticked in order for a booking to be subsequently confirmed and accepted by the host.

A booking is only confirmed once the required payment and the completed booking form are received as required above.

2. Cancellation policy

2.1 Cancellation due to illness

Cancellations due to illness (including Covid-19), the requirement to self-isolate and the requirement that a particular set of people may not (or are recommended not to) stay together fall under our standard cancellation procedure given in section 2.2 immediately below and we strongly urge our guests to take out cancellation insurance to cover these eventualities. We are not allowed to recommend any particular policy and can only give some suggestions as to where you may find travel insurance. It is your responsibility to check whether any of the suggested policies suit your purpose and circumstances.

2.2 Standard cancellation policy

All guests are strongly encouraged to take out holiday cancellation insurance prior to booking their holiday.

If a guest cancels a booking a refund of any payments made is given as follows:

Number of days before Arrival Date that notification of cancellation is received	Percentage of Booking Price payable by you
Prior to Balance Due Date	25% (the Deposit)
Between 8 weeks and 4 weeks	60%
Less than 4 weeks	80%

If you cancel your Booking, we will try and re-let the Property. If we are able to re-let the Property, we will refund money paid less our administrative costs (£50) and subject to any difference in price between the Booking Price and the re-let price.

3. Guest arrival and departure times

Guests shall arrive no earlier than **4 pm** on the day of arrival of their holiday unless advised otherwise by your host (Marie-Ann & Paul Davies). Provided we have been given a guest mobile phone contact number we shall text you if the property is made available before 4 pm.

Guest departure time shall be no later than **10 am** on the day of departure unless advised otherwise by your host.

4. Dogs

Three well-behaved dog are welcome but only with prior agreement of the host. An additional charge of £25 is payable for each dog. The guest is expected to provide bedding and food bowls for their dog and to ensure that the dog does not get on, or cause damage to, furniture, fittings or beds. Dogs are not allowed upstairs and should not be left on their own in the Manor or cottages.

Whilst there are ample grounds (more than 15 acres) for dogs to enjoy at Wern Manor, we are in a rural setting with a farm and associated animals nearby. Guests must control their dogs at all times and are responsible for them.

5. Insurance

The guest is responsible and expected to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, public liability etc. as these are not covered by the hosts' insurance.

6. Alterations to bookings

The guest shall notify the host in advance of arrival of any changes to the names or numbers of the people staying in the property and the maximum number of people to stay in the property must not exceed the advertised capacity.

7. Guest's Responsibility

The Guest agrees to be a considerate occupant of the property, to take good care of the property and to leave it in a clean and tidy condition at the end of the rental period. The guest agrees not to act in any way that

would cause disturbance to people in neighbouring properties. The guest shall report to the host without delay any defects in the property, breakdown or breakages of equipment or appliances in the property, upon which arrangements for repair and/or replacement will be made as soon as possible. The host has the right to reasonable necessary access to the property and access in the event of an emergency.

8. Hosts' Liabilities

The hosts shall not be liable to the guest for:

- a) Any temporary defect or stoppage in the supply of services to the property, nor in respect of any equipment or appliances in the property or grounds.
- b) Any loss, damage or injury that is the result of adverse weather conditions, riots, war, strikes or other matters beyond the control of the host.
- c) Any loss, damage or inconvenience caused or suffered by the guest if the property shall be destroyed or substantially damaged before the start of the rental period and in any such event the hosts shall, within seven days of notification to the guest, refund the guest all sums paid in respect of the rental period.
- d) Any loss or injury to the guest or the guest's vehicle or other property.

Under no circumstance shall the hosts' liability to the guest exceed the amount paid to the hosts for the rental period.

9. Data Protection Act:

Guests' details essential for running the business are kept on a computer. We commit to keep this data secure, and never to share it outside the business. You have the right a) to request that we don't send you any information – e.g. on future availability b) to see any information we hold – although we will make a small charge for this.

10. Contract for Holiday Let

The booking and these associated Terms & Conditions are a contract. This contract is made under English Law between the hirer (the guest) and the hosts. Holiday rental is subject to confirmation by the hosts to the guest.

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