

LLANTHONY COURT

CASTAWAY

- **CORONAVIRUS NOTICE:** We will offer a full refund or change of dates if government regulations prevent us from fulfilling the holiday booking.

Should you change to another date for which a higher sum is charged, you will need to pay the difference. Likewise, a lower sum and the difference would be returned.

- **Booking:** Can be made by phone, email or preferably via our online booking system. We will confirm the reservation by email, and hold for a maximum of 7 days. If money is not received within that time, we reserve the right to offer the holiday to other enquirers.
- **Deposits:** On receipt of a 25% deposit & completed booking form, we will confirm a reservation by emailing a Written Confirmation of Booking. Please check this and notify us of any errors.
- **Full Payment:** Holidays booked less than 6 weeks in advance must be paid for in full at the time of booking. Full balance payment becomes due 6 weeks prior to arrival. Full payment may be made instead of a deposit if preferred. Non-payment of the balance constitutes cancellation and forfeiture of deposit.
- **Amendments / changes:** Up to 6 weeks before the start of your holiday we will, whenever possible, accommodate changes to your booking. These will be considered on an individual basis and may include a small administrative charge.
- **Cancellation:** If you cancel your holiday up to 6 weeks before you are due to stay, we will retain your deposit. All deposits are non-refundable as it covers costs incurred and services provided to enable your booking.

If you cancel within 6 weeks of your holiday, once the full balance has been paid, no refund is due. We will do everything we can to re book those dates. If we are able to do this we will refund you the balance for the period of time that we are able to re book, however, we will still retain your deposit.

We strongly advise that you buy travel insurance.

- **Adverse events:** If an event, such as extreme weather conditions, prevents you from reaching your holiday, taking or finishing your holiday, you are still subject to these cancellation terms as above. We strongly recommend you take out a travel insurance policy which covers this eventuality. In the event of the property becoming unavailable we will refund all monies paid, we cannot however, pay any compensation or expenses as a consequence of such an event.
- **Payment:** Can be by credit or debit card via the online booking system. Bank transfer. Cheques made payable to Bryony Gittins.

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- **Damage:** There is no security deposit required, although we would expect and appreciate damage to be acknowledged and paid for.
- **Prices:** All prices are in UK pounds sterling. Price modifications for extras and discounts are made in respect of the base price of the holiday. We guarantee that the price we quote for your holiday and subsequently ask you to pay will not increase once we have agreed to accept your booking. We will honour all special offer prices, and gift vouchers purchases within the specified time limits.
- **Pets:** Sadly, we do not accept pets to stay at Castaway. We do love dogs, but I'm afraid we have decided on a no dog policy. This is partly due to its compact size and also due to being surrounded by fields that are often filled with ewes and lambs. Even a very well behaved dog can stress the ewes, not through the dog's actions but because it's the nature of sheep to be scared by dogs.
- **Arrival & Departure:** Arrival time is from 4pm and departure time is 10am except by prior arrangement. Please do inform us if you intend to arrive late or the following day so we can ensure access is guaranteed and provisions awaiting you are fresh. If you do not contact us and have not arrived by noon on the day following your expected arrival date, we will treat your holiday as having been cancelled by you, and you will not be entitled to a refund.
- **Special needs and requests:** It is your responsibility to satisfy yourself that the property is suitable for your needs, and to tell us at the time of booking of any special needs and requests. We will respond to the best of our ability, but cannot guarantee that any special requests will be met, and failure on our part to meet any special request will not constitute a breach of contract.
- **Guests' obligations:** Please keep all furniture, fittings, and effects both inside and outside the property in the same state of repair and condition as the start of the holiday.

Please only use the firepit on the grassy area and not on the decking. And we ask that you do not use candles or other naked flames.

Please leave the property clean and tidy. Excess cleaning will be charged.

Please behave considerately towards the owners and our representatives, livestock and property. Offensive, rude or dangerous behaviour will not be tolerated. We reserve the right to bar you from the property without refund of monies or any other liability if in our reasonable opinion your behaviour is unacceptable.

- **Number of guests:** Castaway has one king size bed and is suitable for 2 adults only. Babies are welcome, we would ask you provide your own travel cot and other necessities yourselves.

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- **Complaints:** Your holiday enjoyment is very important to us and we do all in our power to ensure it. Bringing any issues to our attention allows us to seek to remedy it as quickly as possible and therefore lessen any adverse impact on your stay. Complaints received after your stay cannot be reliably investigated and therefore difficult to resolve. No liability can be accepted nor refunds due.
- **Liability:** Personal belongings are the responsibility of guests themselves. We accept no liability for any accident, loss or damage to property or persons whilst on the premises. We will not be responsible for failure of services beyond our control.

Cars are parked at owners' risk.

- **Cancellation and changes by us:** Once we have issued Written Booking Confirmation we will do our best not to make any changes to your booking. We undertake to inform you promptly of changes. In the unlikely event of cancellation of your holiday, we will refund all monies paid but will have no further liability or obligation.
- **Breaking Terms & Conditions:** We reserve the right to repossess the property if you fail to comply with any of our Terms and Conditions. You will be required to leave the property and no refunds will be given or liability accepted.
- **Personal details:** We need your correct personal details (inc. mobile number & email address) when making a booking so that we can communicate with you about your holiday. We also use these details to check that you are the account holder for the card number you use. We may use cookies on our website and store your IP address in order to analyse the usage trends of our website.
- **Privacy:** We take all reasonable steps to ensure the security of your personal data. We are compliant with Payment Card Industry standards and use an accredited third party to process your card details. We will never pass or sell your details to anybody. Your inclusion on our mailing list will be for our occasional mailings only and deleted on request.
- **Website accuracy:** We do everything we can to ensure the accuracy of our information, especially on our website. We accept no liability for changes, or for changes to amenities and local activities, including those listed in our literature. Distances are approximate.