

Penywaun House, Terms and Conditions

Return Policy & Conditions of Booking

The hiring contract is between the hirer and the owner (David Simons) of the property (Penywaun House) and incorporates conditions 1-15 set out below.

1. All correspondence to the owner to be sent to the booking office at Tyn Lon, Groesfaen, Ponyclun. CF72 8NS.
2. Bed linen and towels are provided. One hand and bath towel per person and one face cloth. Please leave these in the bathrooms on departure.
3. The tenancy commences at 3pm on the arrival date and terminates strictly at 10am on the departure date to allow preparation for new tenants.
4. The property is professionally cleaned on departure. However, tenants are responsible for leaving the property as they found it on arrival. i.e. crockery and cutlery washed up and put away, and rubbish disposed of in the outside bin.
5. No stag or hen parties are accepted. No pets are allowed. The maximum number of persons is eight adults or seven adults and two children. The owner reserves the right to terminate the hire without notice and without refund in case of a breach of this condition.
6. The owner cannot be held responsible for accident, loss, or damage which may be sustained by the hirer, member of his/her party, or visitor however caused.
7. The 25% deposit on booking must be sent to the owner with a completed booking form. Once the owner has accepted the booking, the applicant is liable for the balance of the rent, which must be sent to the booking office our clear weeks before the holiday commences, whereupon the owner will write with property information and advising arrangements for key collection. In the absence of payment not being received by this date, the owner reserves the right to cancel the holiday and the deposit previously paid may be forfeited. All reservations made eight weeks before the commencement of the holiday shall be paid in full.
8. All cancellations must be notified immediately by telephone and then confirmed by registered post within 24 hours. Following cancellation, the owner will try to re-let the property. At the discretion of the owner this may be at full or discounted price. If the property is re-let the owner will refund the minimum of either the rent he is able to receive or the monies paid by the customer. The refund will be subject to a 10% administration charge and paid when the replacement hirer has paid for their holiday in full.
9. Breakages and damages should be reported/replaced/paid for as soon as possible.
10. Availability: If it were not possible to place the property at the disposal of the hirer on the date stated through circumstances beyond the owner's control (e.g. fire, theft, damage, death, illness), then the deposit/rent will be returned in full, but the hirer will have no claim against the owner.
11. The owner will make every effort to repair service or equipment faults but no rebates will be paid to the hirer.
12. Complaints must be reported within 72 hours of occupation of the property and confirmed in writing without delay by registered post/e:mail. No complaints can be entered into upon your departure or after you return home, when it is not possible to effectively investigate or rectify problems.
13. The rent quoted includes VAT. VAT receipts are available on request.
14. The owner or his agents shall be allowed to access the property at any reasonable time to deal with complaints, repairs etc and to verify that the property is being used in accordance with the terms and conditions agreed.
15. There is a £100 deposit to cover conditions 2,4,5 and 9 payable in cash on arrival. This will be returned on completion of the holiday. Most Buy It Now purchases are protected by the Distance Selling Regulations, which allow you to cancel the purchase within seven working days after the day you receive the item.