

BASEL COTTAGE HOLIDAYS

Booking Conditions:

The Owners are authorised to arrange and make bookings and reservations relating to the Property for the Client. Each contract is therefore between the Owner and the Client and is made at the point at which the Owner issues a booking confirmation. The person signing the booking form certifies that he / she is authorised to agree the booking conditions on behalf of all persons included in the party. The signatory must be a member of the party and must be over 18 years of age. All the individuals over the age of 18 who are named in the Booking Form are jointly and severally liable under these Booking Conditions with the person signing the Booking Form (or who otherwise makes the booking) as if they were together the Client.

Deposit & Final Payment:

A deposit of 25% is required for each week of a proposed booking, or if the booking is for less than a week, 25% of the cost of renting the Property. Until this deposit is received by the Owner, any reservation is deemed provisional and may be varied or cancelled without prior notice. The balance is due 8 weeks before the first day of the planned holiday. No reminder will be issued and in the event that the balance payment does not reach the Owner by the due date, the Owner reserves the right to cancel and re-let the Property concerned. Failure to pay the balance in full by the due date will be deemed to be a cancellation of the booking. If the Client makes the booking less than 8 weeks before the start of the planned holiday the full payment must be made and until it is made no booking confirmation will be issued. The receipt and banking of any deposit does not constitute an acceptance of any booking. Deposits will not normally be refundable unless the booking is not confirmed by the Owners for any reason. The price of renting the Property is listed on the Basel Cottage Holidays website. It is also shown in the brochure and website of Brecon Beacons Holiday Cottages (under Basel Cottage). It should be noted that bank transfers from overseas normally incurs additional charges of approximately £20 and this will be payable by the client.

Cancellation Policy:

When a client makes a reservation at Basel Cottage the Client is entering into a legally binding contract. In the event that the Client is unable to take the holiday booked then the Client will remain liable to pay the full letting charges for Basel Cottage (to the extent not already paid) on the due date for such payment. However, the Owners shall make all possible efforts to re-let Basel Cottage and if they can only re-let part of the reservation booked the Client will be liable for anything unoccupied.

The Brecon Beacons Holiday Cottages price includes a £10 cancellation fee which is not payable and not applicable if booking directly with the Owners. **Therefore, it is strongly advised that the Client ensures that they have adequate insurance in case of cancellation.**

Cancellation by the Owners:

If the Owner has to cancel a booking of the Property at any time after confirming a booking (e.g. because of flood or fire at the Property or any other damage to the Property) or should the Property be unavailable on the day that the holiday starts for

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reasons outside the Owner's control (eg. failure of equipment or services serving the Property) then the Owner will endeavour to offer the Client the choice of:

- another alternative Property (via Brecon Beacons Holiday Cottages) for the remainder of the original letting period (subject to availability); or
- a refund of part of the amount paid by the Client to the Owner in relation to the relevant Property (which shall be calculated on a pro-rata basis proportionate to the number of days in respect of which the holiday letting is terminated). In such circumstances the Client shall have no further claim against the Owners.

The Client should note that the option of an alternative Property (if one is available) may be subject to an additional payment by the Client (where the alternative Property is larger or has a superior banding than the original Property); moreover the Client must accept that any alternative Property will be different from the original Property and may not have the same facilities (or location) as the original. In no circumstances will the Owners have any liability to the Client if the Client is unable to obtain access to the Property (whether at the start of or at any time during the booking period) due to travel or transport difficulties (including, but not necessarily limited to, adverse weather conditions). Clients should be aware that Basel Cottage is 150 metres off the main road along a private drive and this may make it difficult to reach in extreme winter conditions. The Client will have no right to cancel the Booking (and will have no claim against the Owners) if it is unable to access the Property in such circumstances.

Client's Responsibilities & Obligations:

The Client (here meaning all of the persons over the age of 18 listed on the booking form) agrees:

- (where applicable) to pay for all electricity, fuel and telephone charges incurred during their stay
- to pay for any losses or damage to the Property or contents (including the soiling of carpets and soft furnishings) however caused (reasonable wear and tear excluded)
- to take good care of the Property and leave it in a clean and tidy condition on departure
- to permit the Owners reasonable access to the Property
- not to part with possession of the Property or share it except with the other members of the party listed on the booking form, unless by prior arrangement with the Owners
- under no account can the prescribed number of persons per Property be exceeded. The Owners reserve the right to decline bookings of large single sex groups (i.e. hen / stag parties) where deemed appropriate and requests full details of such parties in writing. In some cases a refundable bond may be required by the Owners.
- to report any damage or breakages to the Owners as soon as they can (so that the Owners can make arrangements for their early replacement or repair)

The Client shall be responsible for any damage caused to the Property or its contents by any act, default or neglect of the Client or member of the Client party and shall pay to the Owners on demand the amount required to make good or

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remedy any such damage. The Owners reserve the right to send an invoice for the amount to the Client's address.

The Client must let the Owners know of any special requirements at time of booking. If the Client or any member of the Client's party has any medical problem or disability that may affect the Client's holiday, the Owners must be notified before confirming the holiday and follow up with written details. If the Owners feel unable to properly accommodate the particular needs of the person concerned the Owners reserve the right not to accept the booking. Clients are urged to read the Access Statement for Basel Cottage. If the Client advises the Owners of any special requirements after the booking is made and the Owners are unable to accommodate the particular needs of the person concerned, the Owners do not guarantee a refund of the amount paid by the Client to the Owners.

Duration & Times of Letting:

Basel Cottage is available from 3.30pm on the first day of the letting and the Client must vacate by 10.30am on their departure day, unless otherwise agreed with the Owners. The times of arrival and departure should be arranged directly with the Owners. The weekend arrival times may vary at the discretion of the Owners.

Complaints:

Any complaints should be directed in the first instance to the Owners who will endeavour to put matters right straight away.

Liability & Property Descriptions:

The description of Basel Cottage is accurate at the time of going to press and is done in good faith. Where any information in the Brochure or on the websites refers to matters beyond the Property (e.g. local facilities), the Owners do not guarantee their continued existence or the accuracy of any of the details about them contained in the Brochure or on the websites. The Owners do not accept responsibility for any act, neglect or default on the part of the Owners or any other person not within the Owners' employ or otherwise under the Owners' control, nor for any accident, damage, loss, injury, expenses or inconvenience whether to person or property which the Client or any other person may suffer or incur arising out of or in any way connected with the rental unless the Owners are directly responsible. Nothing in these conditions excludes or limits the liability of the Owners:-

- (a) for death or personal injury caused by the Owners negligence;
- (b) for any matters in respect of which it is illegal for the Owners to exclude or attempt to exclude their liability.

Breach of Contract:

If there shall be a breach of any of these conditions on the part of the Client or any member of the Client's party, the Owners reserve the right to re-enter the Property and to forthwith terminate the holiday letting without prejudice to the other rights and remedies of the Owners. The validity construction and performance of this contract

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shall be governed by English and Welsh law and the Client hereby submits to the exclusive jurisdiction of the English and Welsh courts.

Short Breaks:

Short Breaks are defined as 3 or 4 night stays and may commence on any day of the week or weekend. They are not normally offered during peak periods, namely school holidays, Bank Holidays, Christmas and New Year, unless there is a very late availability or where otherwise stated. The availability of Basel Cottage for Short Breaks and the prices of Short Breaks may change from time to time, however the Owners will notify Clients of any change at the time of booking.

Arrival and Departure Times:

Arrival and departure times are 3.30 pm and by 10.30 am respectively but may vary slightly at the Owners discretion, especially for short breaks, so we ask you to always speak to the Owners to discuss arrival and departure times.

Maximum Occupancy:

The maximum occupancy of Basel Cottage shall not be exceeded. If you wish to hold any function which will result in this limit being exceeded you must first obtain the permission of the Owners. If permission is granted, an additional charge may be levied.

Linen & Towels:

Pillows and bedding in the form of duvets are provided in Basel Cottage as well as towels.

Pets:

Up to 2 well-behaved / fully house-trained dogs are welcome free of charge at Basel Cottage. (For reasons of allergy avoidance, cats are not permitted in Basel Cottage). Additional dogs will be at the Owners discretion and an additional charge may be levied.

Dogs are only accepted at Basel Cottage under the strict understanding:

- that they are never left alone in the Property (dog-sitting may be arranged with owners at a small charge).
- that they are kept under control at all times
- that you bring bedding and food bowls for your dogs
- that they are not permitted upstairs, in bedrooms or on furniture
- all dogs are up to date with flea and worming treatments
- that you accept total responsibility for your dog and its actions (e.g. cleaning up mess / being responsible for any damage caused etc). Failure to comply will lead to your liability for dealing with ensuing problems and costs.

For reasons of health and safety and in consideration of other clients we do provide a limited amount of doggy “poo-bags” in order for clients to clear up after their pets anywhere on the land (including the fields and woods). Should dogs soil or damage the rugs or venture upstairs, then clients will be liable for the cost of professional cleaning of carpets / curtains etc. We also remind you that this is sheep and cattle country and dogs must be kept away from livestock. We cannot guarantee that the garden is completely dog- proof.

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Cots & Highchairs:

One cot and one highchair are available upon request. No linen is supplied for cots.

Access Statement:

Access statements are available for Basel Cottage. Please contact the Owners if you require a copy.

Safety Certificates:

Copies of electrical appliance and wiring tests as well as Public Liability details are available for Basel Cottage. Please contact the Owners for further details.

Keys:

The keys to Basel Cottage will be your responsibility during your stay. Any costs incurred through loss, damage, loss of access to the Property, as a result of lost keys or keys not being returned to their original collection point, will be charged to you in full. This will include replacement costs for new locks and keys.

Smoking:

A non-smoking policy applies to Basel Cottage. Clients will be liable for the cost of a deep clean / dry cleaning of all upholstery, curtains and carpets if they smoke within the property.

Maintenance:

Occasionally it may be necessary for general maintenance works or gardening to be carried out whilst you are in the Property. Wherever possible this will be notified in advance and will be time to have the least impact on your holiday.

IMPORTANT PLEASE NOTE BELOW:

Satellite Navigation Systems:

We strongly advise guests not to totally rely on these in this area – a single postcode can often cover several properties – Please telephone the Owners if you need assistance in locating Basel Cottage.

TV, Mobile Phone Reception & WI-FI:

Reception can vary and although generally it is good the Owners cannot guarantee good reception / connection at all times.

Country Life:

Occasionally Clients from more urban areas, who are unaccustomed to country life, are surprised to find spiders, flies, woodlice, ants, wasps, bats and the occasional mouse in some properties. There could be badgers or foxes in the garden and even an occasional bat flying around on summer evenings. The Owners endeavour to make sure these are kept away but in old rural properties such as Basel Cottage, the Owners cannot guarantee that these insects or wildlife won't turn up, even though the Property will have been thoroughly cleaned. Please contact the Owners if any major problems arise.