

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 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.

COVID-19:

Firstly, and above everything else, we urge ALL guests to buy appropriate travel insurance. We are not permitted to recommend individual insurers although we believe that some insurers are now providing cover for Covid-19. Please carry out your own research, the 'Which' website may be a good place to start.

In the event of a national or regional lockdown we will offer you a transfer of dates or a full refund. In the case of a transfer of dates if the new dates differ in price to your original dates, you will be refunded the difference if your new dates are a lower price or be required to pay the additional cost if your new dates are a higher price.

BASEL COTTAGE HOLIDAYS

If we are required to close by the Government, we will offer you a transfer of dates or a full refund. In the case of a transfer of dates if the new dates differ in price to your original dates, you will be refunded the difference if your new dates are a lower price or be required to pay the additional cost if your new dates are a higher price.

We cannot offer refunds for disinclination to travel. This means that if you change your mind for whatever reason and choose not to take your holiday, we cannot offer you a refund. Please refer to our standard terms and conditions regarding cancellation.

We cannot offer refunds for illness, including Covid-19, personal shielding or self-isolation. This means that you must claim on your own insurance. If you do not have insurance, please refer to our standard terms and conditions regarding cancellation.

We cannot offer refunds if guests cannot complete their stay, early departure does not warrant a rental decrease.

From 19th April 2022, there are no legal restrictions in place in relation to Covid-19. This means that individuals no longer have to self-isolate upon a positive test result. As such, if you would like to modify or cancel your booking due to Covid-19, our normal Terms and Conditions will apply.

Should you be concerned about the potential impact of Covid-19 on your holiday plans, outside of legal restrictions, we advise you to seek out travel insurance which covers you in case of these and other eventualities.

Please rest assured that if restrictions are re-introduced and it is impossible for you to take your booked holiday due to legal restrictions, then we will be ready to help you move or cancel your booking.

You can keep up to date with all the latest Government rules and guidance on travel (<https://gov.wales/coronavirus>).

If a client is displaying signs of Covid-19 or any other transmittable virus whilst staying in Basel Cottage, they should inform the Owners. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. If an infected Client ends up staying longer in Basel Cottage, they will be liable to pay for all affected bookings as a result of their extended stay.

Unfortunately, we are unable to offer Cancellation Insurance. **Therefore, it is strongly advised that the Client ensures that they have adequate insurance in case of cancellation.**

BASEL COTTAGE HOLIDAYS

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

- another alternative Property or 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.

Force Majeure:

We cannot accept liability or responsibility for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, livestock, epidemics, pandemics, acts of any Government, or public authority, changes imposed by re-scheduling of airlines, ferries or any event outside our control.

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

BASEL COTTAGE HOLIDAYS

- 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 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:

Since COVID-19, these times have been altered to ensure adequate time for cleaning. Therefore, Basel Cottage is available from **5.30 pm** on the first day of the letting and the Client must vacate by **9.00 am** 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 / bus routes and timings for example), 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.

BASEL COTTAGE HOLIDAYS

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 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 **5.30 pm** and by **9.00 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 of 4+1 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, duvet covers, pillow cases and sheets are provided in Basel Cottage along with towels.

BASEL COTTAGE HOLIDAYS

Linen. Prior to departure, Clients will be asked to strip the beds and place sheets, duvet covers, pillow cases, bath mats and towels in the drawstring bags provided.

Crockery. Clients will be asked to load and wash all used kitchen cutlery and crockery in the dish-washer prior to departure.

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” and a waste bin 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.

Cots & Highchairs:

One cot and a 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. Clients are advised that due to the location of Basel Cottage, the ground slopes and there are areas where an individual could fall. Clients are requested to ensure they have control over children and dogs where necessary. If there are any questions regarding the suitability of Basel Cottage for old, young or dogs please contact the Owners.

Fire Risk Assessment / Covid-19 Risk Assessment/ Cleaning Protocols:

Copies of these are all available for Basel Cottage. Please contact Owners for further details.

BASEL COTTAGE HOLIDAYS

Safety Certificates:

Copies of the annual electrical appliance and wiring tests, chimney sweeping compliance 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. All Clients are met on arrival and keys are handed over during the Welcome Briefing. 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 / Vaping:

A non-smoking / vaping 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/vape 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 timed to have the least impact on your holiday.

IMPORTANT PLEASE NOTE BELOW:

Satellite Navigation Systems:

We strongly advise Clients 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. Basel Cottage is connected to Superfast Fibre to Premises WiFi.

Electric Cars:

We have a dedicated tethered Wall Box EV Charger for charging electric vehicles. Clients will be connected to the system and they will be charged according to their consumption based on the extant KWh rate. Clients are **NOT** permitted to connect to any internal 13 amp socket to charge their electric vehicle.

In addition, there is also a rapid Electric Charging Point in Castle Car Park in Llandovery.

BASEL COTTAGE HOLIDAYS

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.

PRIVACY STATEMENT:

Privacy:

We are committed to safeguarding the privacy of our website visitors. This policy sets out how we will treat your personal information.

What Information do we collect?

We may collect information about your computer and your visits to this website such as your IP address, geographical location, browser type, referral source, length of visit and number of page views. We may use this information in the administration of this website and to improve the website's usability. This information does not include any personally identifiable information.

Using your personal data:

Any data submitted (by using our online booking form for example) will be used for the purposes specified in this privacy policy or in relevant parts of the website. We will only use your contact details for marketing purposes with your specific agreement. You may request removal of your permission and details at any time. We will not transfer your contact information to any third party.

Guest Book and Website Testimonials:

Guests are encouraged to fill in feedback regarding their stay at Basel Cottage in the Guest Book. Extracts of these are often transposed onto our website as testimonials. In this instance only first names and possibly country of origin / city or town are included. No images of individuals are used on our website unless requested and approval given. Images of dogs who stay at the cottage are used on the website with owner consent.

Facebook / Instagram:

Basel Cottage uses Facebook and Instagram to promote the business and keep guests apprised of activities in and around the region. Guests / users of the Facebook / Instagram Page are encouraged to ensure that their personal security settings are set in accordance with their needs. No images of individuals are used on our social media pages unless requested and approval given. Images of dogs who stay at the cottage are used on our social media pages with owner consent.

Updated 18 July 2022

BASEL COTTAGE HOLIDAYS

Other disclosures:

In addition to the disclosures reasonably necessary for the purposes identified elsewhere in this privacy policy, we may disclose information about you:

- to the extent that we are required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings;
- in order to establish, exercise or defend our legal rights.
- Except as provided in this privacy policy, we will not provide your information to third parties.

Security of your personal data:

We will take reasonable precautions to prevent the loss, misuse or alteration of your personal information. Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

Third-party websites:

The website contains links to other websites. We are not responsible for the privacy policies of third-party websites including those we work with such as Guestlink and Independent Cottages.

Your legal rights:

You can ask to review the personal information we hold about you. We may charge a small administration fee of £10 in relation to all requests for access to personal information.

Contact:

If you have any comments, queries and requests relating to this privacy policy or our treatment of your personal data, please contact us using information on the Contact page.

Last revised July 2022.