

Blaenfforest Cottage Holidays

Your access to and use of this website is confirmation that you understand and agree to be bound by these terms and conditions:

BOOKING TERMS AND CONDITIONS & HOT TUB USE SAFETY DOCUMENT

Unless otherwise agreed at the time of your booking and confirmed in writing by us, Blaenfforest Cottage and Blaenfforest Granary are let on the following terms and conditions:

1. Weekly lettings are Saturday (4pm) to Saturday (10am) for both properties. The Cottage can accommodate a maximum of 2 persons and the Granary 4 persons (babes in arms are not counted in occupancy rates). Short break bookings are sometimes available and can be arranged directly with the owners.
2. **Free Wi Fi** is available in both properties, separate Terms and Conditions apply, these can be found under FAQs, Important Information on our website www.cottageholidayswales.com or are available on request.
2. **Two dogs** are welcome in both properties. Charges will apply. Under no circumstances are pets to be left in the accommodation on their own unless caged, nor should they be allowed into the bedrooms or on the furniture. We reserve the right to refuse certain breeds of dog. Dogs must be leashed when walked around the farm. The courtyard areas attached to both properties are fairly secure and dogs may be unleashed here. Please ensure that you remove all evidence of your pet from the cottage, garden and grounds before leaving. Customers with allergies should be aware that pets may have stayed in the properties and that we cannot accept any liability for any suffering that may occur as a result of animals having been present.
3. **Smoking** is not allowed in the Cottages, we do not mind if you smoke outside but please dispose of your cigarettes responsibly (do not put in the waste bins inside the Cottages). If you smoke inside the Cottages we will terminate your booking without refund and require you to leave the Cottage immediately. You authorise us to charge you any costs we incur if you smoke or cause damage to the property including costs for specialist cleaning (to make the accommodation fit for use as a non smoking environment) and the cost of the accommodation for any time period it is unusable. We will send you a breakdown of these charges within 10 working days. We may refuse to accept a booking from you in future.
3. To reserve the property the client should first check its availability on the website or by telephone, letter or email. Any provisional booking will be held for 5 working days to allow you to forward your non refundable deposit of 25% of the total cost, to us. On receipt of the payment we will confirm your booking and issue an invoice for the balance of your rental charge and the date for its payment.
4. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.
 - We may also ask for a security deposit of £100 against non-accidental damage, extra cleaning costs or breakages. This security deposit is refundable in full within 2 weeks of your departure if the property is left as found and should be paid as a separate cheque on arrival. If deductions are made from your security deposit we will clearly state why. If your booking is made within eight weeks of your stay the full rental must be paid at the time of booking. Once a booking is made the cost of the accommodation will not be increased.
4. Balance of payment to be 8 weeks prior to the date of your arrival, when a receipt will be issued. We will be pleased to provide you with any further information you may require.
5. We have taken care to provide accurate and reliable information about the properties and we take great care to ensure that the accommodation is clean and as described. Any problems, defects or shortages should be reported to the resident owners so that remedial action can be taken. Any shortage or defect which cannot be rectified within a reasonable period of time and therefore threatens to affect the clients enjoyment of their holiday will entitle the client to a proportion of the booking cost as compensation. The owners liability will not exceed the amount paid by the client for the accommodation. The owner will not be liable for any loss, damage or inconvenience in the event of war, riots, civil strife, terrorist activity, industrial disputes, natural disasters, adverse weather conditions, transport problems or any other matters beyond the control of the owner.
6. In the event of the owner having to cancel your holiday due to unforeseen reasons, such as substantial damage to the property or severe illness of the owner, we will notify you as soon as possible and refund immediately all monies paid to date, whereupon our liability ceases.
7. Cancellation charges. You have a contract with us, therefore should you need to cancel your holiday you must advise us immediately and confirm this in writing. We will make every effort to re-let the week(s) but if we are unable to do so the following cancellation charges will be applied:
 - Where the property is re-let, the non-refundable deposit of 25% will be retained, with any other monies paid being returned to you.
 - More than 8 weeks before the holiday commences - loss of non-refundable deposit only.
 - Less than 8 weeks before the holiday commences - loss of the full holiday cost.
 - If for any reason you do not pay the balance by the specified time we reserve the right to cancel your booking and charge you the balance outstanding.
 - You are strongly advised therefore to take out appropriate Personal Travel/Motor/Cancellation insurance for this booking.
8. A booking of the property gives you the right to quietly use and enjoy the property for the agreed period. In as much as the owner is responsible for the cleanliness and maintenance of the property, the client is responsible for respecting its contents and amenities, leaving it in good order and a clean condition on departure. Any serious abuse of the property, smoking in the property or occupation of the property by more than the stated maximum will result in the full loss of the security deposit.

We reserve the right to change any of the above terms and conditions and general information at anytime without notice.

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HOT TUB USE SAFETY DOCUMENT

To ensure the safe and enjoyable use of the Hot Tubs we request that you read through and adhere to the rules of this safety document.

Do not stand or sit on the Hot Tub cover.

It is recommended to have someone with you while in the hot tub or make sure that someone is aware that you will be using it.

Do not use the hot tub if you have a medical condition without discussing it with your doctor first. While studies have shown a hot tub can be very beneficial, your doctor may advise you about specific temperature settings, how long it is safe to stay in, and any warning signs that you may be in trouble.

Pregnant women and the elderly should also consult their doctor before using a hot tub. The doctor will be aware of any blood circulation issues that should be addressed.

No alcohol or drugs. Your judgment might be impaired, and you could become unconscious and drown.

Do not use a hot tub if you are taking any medication that makes you drowsy or affects your circulation. If necessary, check with your doctor.

Be aware of the amount of time you have been in the hot tub. Soaking in the warm water can raise your body temperature to dangerous levels. 15 minutes in water no warmer than 40 degrees is considered safe. If you want to use your hot tub for a longer time, take a break.

Soaking in the warm water can dehydrate you, which could lead to nausea, dizziness, or fainting. Take breaks from your hot tub and drink water before getting back in.

Do not allow underwater swimming or diving. Hair can get drawn into the drains and caught, causing drowning.

No glass containers for food or drink in or around the hot tub.

People with cuts or external infections should not use the hot tub.

No electrical appliances in or close to your hot tub.

Be careful about slipping when you get out of the hot tub. Keep a towel handy to dry off.

Parents are advised that hot tubs are not suitable for children under the age of four.

Shower with soap and water before and after using the hot tub. Showering before use washes away many of the common skin bacteria and removes lotions, deodorants, creams etc. which reduce the effectiveness of the hot tub sanitizer which disinfects the water.

Never allow children to use the hot tub unsupervised and when not in use make sure the cover is on and secured,

If any fault or damage occurs please contact the owners at the earliest convenient moment.

Note to Parents and Hot Tub users: It is your responsibility to enforce the rules of safety for the Hot Tub

IMPORTANT: Any Hot Tub which needs to be shut down due to misuse will incur a £50 charge to refill it.

PLEASE NOTE: TO COMPLY WITH HSE REGULATIONS the Hot Tub water is checked every day.