

House in the Hills

a truly breathtaking spot...

Terms & Conditions of Booking

Booking Terms & Conditions

Any reference to either 'us' or 'we' in these Booking Conditions refers to The Cottage Owners. "you" or "your" are references to the person making the booking and all members of the holiday party. So that you understand the basis of the contract between you and us when you book your accommodation, we have laid out as clearly as possible, the conditions on which your booking is made. Nothing in these conditions affects your normal statutory rights.

1. Your booking

You must be at least 21 years old when you book your accommodation. Your booking is made as a consumer and you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you. When we issue our written confirmation to you we enter into a contract with you, the party leader, which is subject to these Booking Conditions. Any disputes or queries will be between the party leader and the owner. The party leader will assume responsibility for the whole party and the compliance with these rules of all party members.

2. Paying for your accommodation

Following an enquiry, a completed booking form with a 25% deposit or full payment (as appropriate) must reach us within seven (7) days of the provisional booking or ten (10) days if the booking is made from overseas. We reserve the right to cancel the provisional booking if a completed booking form with deposit or full payment is not received within the stipulated time period above. Bookings are not confirmed until we issue a booking confirmation. The contract between us and you is made at the point at which we issue a booking confirmation. 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 us by the due date, we reserve the right to cancel and let the Property to another client. If the booking is made less than 8 weeks before the first day of the planned holiday, payment must be in full. When the payment has been received and has cleared, 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 us for any reason.

The price of renting the property throughout the year is listed on the website www.thehouseinthehills.co.uk

Payment information

Payments can be made by cheque, CHAPS, BACS transfer or cash.

Our bank details are:

**The House in the Hills,
Barclays Bank, Hay on Wye,
Sort Code: 20-39-64
Account Number: 93154858**

All bank transfers and bank charges are to be paid for by the client.

3. Cancellation of booking by you

If you need to cancel your booking you must contact the Owners as soon as possible in writing. The booking deposit is non-refundable under any circumstances. However we will make every effort to re-let the property once formal cancellation has been received and if we are able to re-let at the same price the balance will be refunded to you. If we are only able to re-let at a reduced price (with your approval) the reduced balance will be refunded. If we are unable to re-let the full balance will remain payable by you. We STRONGLY RECOMMEND you take out holiday insurance to cover all eventualities including cancellation due to ill-health, bereavement or extreme weather conditions. The above refund terms are non-negotiable.

3a. Changing the date of a booking

Your booking may not be normally moved from one date to another once made except at the discretion of the owners. If you wish to change the booking date you will have to cancel the original booking and the normal cancellation policy will prevail regardless of any subsequent booking made.

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4. Cancellation of booking by us.

If we have to cancel your booking in advance due to flood or fire damage at the property, you will be refunded the full amount of the booking. If we have to terminate your holiday during your stay for the above reasons you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation will be payable.

5. Damage to property

You are responsible to the Owner for the actual costs of any breakage or damage in or to the accommodation, along with any additional costs that may result, which are caused by you or your party. These costs may be deducted from your bond, but are not limited to that amount. You may be billed for the difference between this and the actual cost of the repairs.

Repairs No repairs of any kind to the property or contents must be attempted by you or your party. Any damage must be reported immediately to the owners.

6. Accidents, injury and personal property

The Owners shall have no liability to you for the death or personal injury to you or any member of your party. You must take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property.

7. Maximum occupancy

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

8. Website and advertisements

The Owners aim to ensure that the information and descriptions provided are accurately conveyed on the official website (www.thehouseinthehills.co.uk) and any authorized third-party websites or advertisements. There may be small differences between the actual accommodation and its description as we are always seeking to improve services and facilities. Occasionally, problems mean that some facilities or services become unavailable, and if this is the case we will tell you as soon as reasonably practical after we have been made aware of the situation. Similarly, we cannot accept responsibility for any changes or closures to local area amenities or attractions mentioned on the website or advertised elsewhere. There are many unauthorised websites listing holiday cottages. We cannot accept responsibility for the descriptions on these sites.

9. Hot Tub

You are responsible for your own safety whilst using the hot tub as it is unattended. All reasonable care must be taken by you, and all the tub rules displayed on the railings and in the information pack must be obeyed. Children must be supervised at all times. If the tub cover, shell, or any tub equipment is damaged you will be charged the full replacement cost. The hot tub is heated and we usually keep it at 38°C. We make every effort to keep the hot tub open all season however it may be necessary to close it due to mechanical breakdown or other circumstances beyond our control.

10. During your stay

You can arrive at your accommodation after 3.30pm on the start date of your holiday and you must leave by 10.30am on the last day. The Owner is entitled to refuse to hand over to you or to repossess the accommodation if they reasonably believe that any damage is likely to be caused by you or your party or can repossess the accommodation if damage has been caused. You cannot allow more people than you have booked to stay in the accommodation, nor can you significantly change the makeup of the party during the duration of your stay in the accommodation. You may not carry out any form of trade or business from the property, nor may you sub-let any part of the buildings. The properties are entirely non-smoking and you agree not to smoke in any part of the house. You must allow the Owner or any representative of the Owner access to the property at any reasonable time during your stay.

11. Pets

Caemarchog has a strict No Pet policy which is non-negotiable. This is for health/allergy reasons. If a pet is found on the premises you will be required to remove it immediately and may be charged for specialist cleaning. We are however unable to guarantee a 100% allergen-free environment.

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12. Fireworks

Caemarchog is in a rural area and is surrounded on all sides by sheep and wild animals, so fireworks are strictly forbidden.

13. Cleaning on departure

You agree to keep the accommodation clean and tidy as found and leave the accommodation in a similar condition.

14. Bond

A 15% Returnable bond may be required against unfair wear and tear, extra cleaning, breakages etc; especially if there will be a group in the Property. The bond is payable at time of booking and may be retained if the Property is not in the same state of repair as at the commencement of the holiday or requires extra cleaning.

15. Problems & Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday and to date we have had no serious complaints or problems! If however, you have any problem or cause for complaint it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you return!

The Cottages are entirely Non-Smoking.