

33 The Rise Trearddur Bay

Theriseholidayletanglesey.co.uk

Booking Conditions if you book through our website.

All new bookings are subject to approval. In the unlikely event that your booking request is declined, any payment made will be refunded to you in full within 7-10 days without charge.

House Rules

No vaping or smoking allowed in the property.

No stag or hen parties.

Fees

A non-refundable booking fee of £25 is charged per booking and if a booking is cancelled.

We require a 'Good Housekeeping Bond' of £75 per booking, which can be returnable.

The use of the sofa bed in the living area, is an additional charge of £15 per person and must be pre-booked on your booking form.

Pets carry a fee of £20 per stay per pet.

Booking and payments

A deposit of 30% of the total value of your rental price, is required when submitting your booking form. You will receive a booking confirmation within 24 hours once the deposit payment is received.

Your balance is due 8 weeks before the start of your holiday along with your 'Good Housekeeping bond' of £75. Payments are accepted via bank transfer.

Provisional bookings will be held for 3 working days.

The party leader must be a member of the party over the age of 21 at the time of booking and is responsible for ensuring that the entire party adheres to the terms and conditions and is personally responsible for any damage to the property and its contents.

Rental rates quoted are for 1-6 people. Only persons listed on the booking form may occupy the apartment. The accommodation sleeps up to a maximum of 8 adults.



When you receive confirmation of the booking and details of the balance due you should check all details carefully. If any details are incorrect contact us immediately. The balance is due 8 weeks before the date of arrival.

If we do not receive the balance by the due date, we assume the booking is cancelled. The deposit is non-returnable after the booking has been accepted and we reserve the right to re-let the apartment if the balance is not paid when due.

Any charges raised against us for handling any form of payment, overseas transfers will be passed on to the Party Leader who is liable to reimburse us within 7 days of notification.

Good Housekeeping Bond

The good housekeeping bond of £75 is required at the time of final payment and is held against any extra cleaning over and beyond which is 'considered to be normal', will be charged to you and deducted from the Good Housekeeping Bond. Reasonable wear and tear excluded. If damage/loss exceeds the £75 bond you will be invoiced for the difference. If there is no extra work, the bond will be returned within approximately 1 week of your return home. You will be expected to leave the property in the same state of cleanliness which it was found at the commencement of your holiday.

Arrival/Departure

Guests are welcome after 4.00 pm on the arrival day and must vacate the premises by 10.00 am on the day of departure. Access to the property will be via a key safe located to the right of the front door. When taking and returning your keys, please shuffle the digits so that the code is not visible. Please make sure you return our keys to the key safe prior to departing. The key safe code will be sent out to you 24 hours before arrival.

Cancellation by the Guest

Bookings of 7 nights or more require a cancellation notice of at least 8 weeks to issue a 100% refund.

Bookings of less than 7 nights require a cancellation notice of at least 4 weeks to issue a 100% refund.

Changes and Cancellation

Only in special circumstances can we accept changes to a booking. Any changes may incur a £25 administration charge.

Cancellation by Us

We do not expect to have to make changes or cancel your booking. If for any reason beyond our control the property is not available due to fire or the property is unsuitable for letting, we will contact you immediately by telephone and refund your payment in full.

What is Included

Electricity and gas central heating (by combination boiler)

Linen

Towels, please bring your own beach towels

Tea towels

Oven gloves

Cotton bathmats

Starter cleaning pack

Kitchen roll

Antibacterial sprays

J cloths

Liquid soap

2 toilet rolls

Dishwasher tablets

Pet Policy

We welcome up to a maximum of 2 small/medium sized, house trained pets.

Breed and age of pet is required on your booking form.

Our pet fee is £20 per stay per pet

Please bring your own beds and blankets for your pet.

Ensure your dog's flea treatment is up to date.

Please do not leave your dog in the property alone.

Please keep your dog off the furniture and out of the bedrooms.

All dog owners must clean up inside and outside after their pet.

Outdoor Area

Please let us know by sending a message to our website if you require the use of the BBQ during your stay. We aim to reply promptly to any enquiries sent during your stay. We also have our trusty housekeepers at hand if you need to contact them too.

Charcoal BBQ

It is a large charcoal bbq and will require at least 3kg of briquettes. We do not provide the coal fuel or lighters.

We ask you to thoroughly clean the grill, after use. We suggest a hard scouring pad and kitchen de-grease spray will be sufficient.

Empty the ash tray when cold into a bag and replace in the black wheelie bin.

Please leave the lock open but replace the outer cover provided, by clicking the straps around it. We want all our guests to enjoy this facility. So please consider that our next guest, also wants to find and use a clean BBQ for their stay.

Thank you for your cooperation.