

# 33 The Rise Trearddur Bay

[Theriseholidayletanglesey.co.uk](http://Theriseholidayletanglesey.co.uk)

## Booking Conditions if you book through our website.

'Us/we' refers to the owners of 33 The Rise. 'Party leader' refers to the person making the booking who must be 21 years of age or over at the time of booking. The contract for a short-term holiday let is between us and the party leader when we issue the booking confirmation in writing/email once your remittance has cleared. When you complete the booking form and pay the initial deposit you are agreeing to abide by the terms and conditions. The booking terms are governed by English Law and apply to all bookings except where we agree to other terms in writing. We have the right to decline any offer of booking prior to issue of the written confirmation of booking. 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.

### Your Booking

- 1. 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 the party adheres to the terms and conditions. They are personally responsible for any damage to the property and its contents.**
- 2. Only registered guests named on the booking form, may occupy the accommodation for the holiday period booked.**
- 3. No un-authorized visitors are allowed at the property.**
- 4. Our Insurance Policy has a maximum occupancy of, 8 people for the duration of any holiday booking.**

### 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.

Rental rates quoted are for 1-6 people.



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 property, 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.

### **Fees**

Fees are paid to JSRL Homes Limited.

A non-refundable booking fee of £30 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 per night. This must be pre-booked on your booking form.

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

### **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.**

### **Parking-Arrival-Departure**

**Any cars using the drive area, will need to be registered on your booking form. (maximum of 3 cars).**

Guests are welcome after 4.00 pm on the arrival day.

Access to the property will be via a key safe located to the left of the front door.

When taking and returning your keys, please shuffle the digits so that the code is not visible.

Departure time is 10 am on departure day.

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.

### **Right of Entry**

We and/or our Property Manager or representative are allowed access to the property at any reasonable time during the holiday occupancy, by appointment, except in the case of an emergency or if we have reasonable grounds to believe that there is or has been a breach of the Terms and Conditions.

### **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.

### **Website Details**

Every effort has been made to ensure that the information on our website is correct at the time of booking. The information may be changed at any time and without prior notice.

### **Liabilities**

Your booking is made as a consumer and you agree that no liability can be accepted by us for any expenses, costs, losses, claims or other sums of any description that relate to any business, howsoever suffered or incurred by you.

We will not be liable for any death or personal injury or loss during the term of your stay however arising. We agree to provide appropriate and adequate insurance for the property and for the nature of its uses. You must ensure that you take all necessary steps to safeguard your personal safety and that of your children and possessions. The property is used at your own risk and parents should ensure that their children are supervised in such areas at all times. No responsibility can be accepted for personal possessions in the property and for cars parked outside the property.

### **Complaints**

All complaints must be notified to us or the Property Manager immediately and sufficient time allowed for us to take appropriate corrective action. Compensation will not be considered where access is refused, or we have been denied the opportunity to correct.

### **Items Left**

Let us know as soon as possible as items left will only be kept for a short time. Reimbursement of posting, packing and any other expenses will be required in advance.