

Thank you for choosing to book Murmur Aeron we look forward to welcoming you. When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Terms and Conditions

The Parties

The parties to this Contract are:

- (a) "the Customer": the person who makes the booking, being twenty-one years of age or over and who shall assume responsibility for all party members and visitors; and,
- (b) "the Owner":

By making a booking, the first named Customer on the booking agrees on behalf of all persons detailed on the booking and;

Has read these Booking Conditions and has the authority to and does agree to be bound by them;

Has detailed All persons staying at the property on the booking form and consents to our use of personal data in accordance with our privacy policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, inducing if applicable any special requirements.

Accepts financial responsibility for all payment of the booking on behalf of all persons detailed on the booking and is the registered named account holder for all credit card, debit card or BACS payments.

Commencement and Operation of Contract

A contract is not formed at the point in time that payment of deposit, or full amount if less than 42 days before arrival, has been taken from the Customer by the Owner. This Contract only comes into operation when the Owner issues a written confirmation to the Customer following receipt and upon processing of the appropriate deposit and receipt of completed booking form from the Customer.

If the Customer wishes to cancel before the booking is confirmed in writing by the Owner, or the Owner refuses the booking, any payments made will be refunded to the Customer.

A booking for a holiday will only be confirmed when a deposit of 20% or full booking amount for bookings less than 42 days before the arrival date, and booking form has been completed in full and received by the Owner. The Owner has the absolute right to refuse any bookings.

The balance of the booking cost must be received by the Owner no later than 42 days before the Customer's arrival date.

If the Customer books less than 42 days before the arrival date, payment of the total cost including the deposit shall be due immediately.

This agreement is made on the basis that the property ("Murmur Aeron") is to be occupied by the Customer for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Customer acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.

Holiday cancellation insurance is NOT included in the rental. The customer is strongly advised to take out holiday insurance and check the policy cover, including any exclusions.

Cancellation

By the Customer

Non payment of the balance of rent before the due date shall cancel the booking and the non refundable booking deposit of 20% shall be forfeited.

If you have to cancel a confirmed booking then the charge for the cancellation is on the following scale:

Cancellation received more than 42 days before commencement of the holiday - Full Deposit.

Cancellation received between 28 and 42 days prior to commencement of the holiday - 75% of total holiday cost.

Cancellation received less than 28 days prior to commencement of the holiday - 100% of total holiday cost.

In the event of a no show or booking reduction (after arrival date) the full cost of booking is charged. A no show is arrival after 11.59pm on start date of the holiday and will be treated as a cancellation of the holiday by the customer.

The reservation may be cancelled at any time by the Customer by giving the Owner notice in writing. On receipt of the written cancellation the Owner will endeavour to re-book the accommodation for the holiday period and, if successful for the whole or part of the period, will refund the relevant proportion of the money paid. The Owner reserve the right to discount the cost of a cancelled holiday period for late availability bookings which may lead to no refund being payable.

By the Owner

If the Owner has to cancel the holiday for any reason a refund will be made of all monies paid by the Customer to the Owner for the accommodation booked. Alternatively an option of alternative accommodation or dates may be made, if available, and agreed by both the Owner and Customer.

No further financial claims against the Owner will be considered.

Booking Amendments

Once a booking has been accepted by the Owners the booking can only be changed to another date by treating the original booking as a cancellation. The holiday dates may be changed as long as the property is available for the new dates and the Owner is agreeable to the change. There will be a change of booking charge of £25.

Additional Requirements and Extras Amendments

Once additional requirements and extras have been accepted by the Owners additional requirements and extras can only be changed if agreeable to the Owner. Substantial changes, if agreeable by the owner, can only be changed by treating the original booking as a cancellation. There will administration charge of £25 for substantial changes.

Coronavirus Covid-19 - The Customer

If the Customer or any member of their party are showing any symptoms of Covid-19 they must follow current government guidelines to self isolate at their main residence and must not travel to the property.

The Customer must advise the owner as soon as possible if they cannot travel to the property due to any reason in relation to Covid-19. Standard cancellation terms and conditions will apply however as per our cancellation terms above we will endeavour to re-book the accommodation if possible.

If the Customer wishes to amend booking dates due to Covid-19 please see our standard booking amendments policy.

If the Customer or any member of their party shows symptoms of Covid-19 during their stay or has been identified as having been in contact with a confirmed Covid-19 case, the whole party must immediately return to their main residence to isolate following current government guidelines and must advise the owner as soon as possible.

If the Customer or any member of the party shows acute symptoms, has difficulty breathing or their life is at potential risk they must seek medical help immediately following NHS guidelines.

The Customer must follow any Welsh Government or local authority Covid-19 legislation or guidance during their stay which may differ from their place of main residence.

If the Customer or a member of their party are unable to travel home due to Covid-19 regulations in force at the time of their stay which takes them beyond their contracted dates, the Customer will be required to confirm this to the Owner by providing documentation from the issuing authority, including but not limited to Welsh Government or Ceredigion Council which will be checked by the Owner. The Customer will be charged for any weeks or part weeks occupied past the contracted dates at the full weekly rate for the week/s or any part week occupied plus any additional costs incurred by the Owner.

Coronavirus Covid-19 - The Owner

If the Owner has to close the accommodation, which may be at short notice, due to Covid-19 Welsh Government legislation covering the location of the property, a full refund will be due to the customer for the dates affected as per our standard cancellation terms above.

Time and Commencement and Termination of Stay

The Customer must arrive not earlier than 5.00 pm or later than 9.00 pm on the start date of the holiday and leave not later than 10.00 am on the last day. This may be subject to change by the owner at any time before the check in date, customers will be advised as soon as possible of amended check in or check out times.

Occupancy

The Customer must personally stay at the accommodation throughout the holiday and is solely responsible for the whole party.

The number of persons occupying the property must not exceed 6 people and must sleep in beds provided. Additional beds and bedding must not be bought into or used in the property, including but not limited to camp beds, mattresses and blow up beds, with exception of cots which must be agreed by the Owner at time of booking. Sleeping on sofas or any other furniture is not permitted.

Visitors are not permitted without the express permission of the Owner in advance, only guests booked to stay in the property are permitted to enter Murmur Aeron or its grounds.

Infants by agreement by the Owner at time of booking. An infant is classed as a child under 3 years of age sleeping in a cot. Maximum 2 infants, providing total property occupancy of 6 plus 1 infant is not exceeded. The Owner will fit a stair gate at the top of the stairs which must be requested at time of booking. The Customer must not bring and fit their own stair gate. Children allowed under normal supervision.

It is the Customer's responsibility to keep the Property secure.

The Customer is required to uphold the covenants attached to the property as listed below

Not to use the Property or any part thereof for any of the following purposes:

- The manufacture distribution or sale of alcohol.

- Religious purposes without the prior written consent of the Transferor (who shall have an absolute discretion in that regard).

- Any immoral sacrilegious offensive or noisy activity.

- Occult or psychic medium purposes.

- As a club.

- Any use which may cause nuisance or annoyance to the Transferor and its invitees in connection with the use of the Retained Land, Saint Ceitho's church.

No fireworks, Chinese or sky lanterns (or other lights or illuminations which have naked flames including candles) shall be let off from or in the property (including any garden or

grounds).

No barbeques of any kind, fire pits, chiminea, bonfires or other kind of fire or naked flames allowed.

The customer must not bring in and use a hot tub or pool at the property, if a hot tub or pool is found at the property it will be disconnected without notice and the customer will be asked to remove it. A charge will be made for electric, water and any damage caused.

The charging of an electric vehicle is not permitted.

The accommodation is designed for family use not for youth groups or student parties.

The Owner is entitled to refuse to hand over and to repossess the accommodation if the Owner reasonably believes that any damage is likely to be caused by the Customer or the Customer's party.

Sleeping in vehicles, including caravans or tents, parked in or around the property is not permitted.

Care of Property and Damages and Breakage

The Customer undertakes to take all reasonable and proper care of the property including all its contents and surrounds following any instructions provided in the property or given by the Owner and to leave the property in the same state of repair, condition and tidiness as at the beginning of the stay.

The Customer must immediately notify the Owner immediately of any breakages or damages. The Customer undertakes to keep the accommodation and all furniture, fixtures and fittings and surrounds in the same state of repair and condition as at the start of the holiday and to leave the accommodation clean and tidy. The cost of any damage or breakages must be paid to the Property Owner or their representative.

Pets

No pets allowed Guide Dogs excepted.

Smoking and Vaping

Smoking or vaping is not allowed inside any part of the property including the garage and adjoining corridor.

Linen and Services

There are no additional charges for linen, towels, and fair use of electricity, central heating, and water. The fire in the lounge includes a complementary small basket of seasoned wood, fire lighter and matches, additional fire lighters and seasoned wood can be purchased locally.

Liability

The Owner accepts no liability for any accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred, arrived out of, or in any way connected with the rental.

The Owner cannot accept liability in the event that any complimentary facilities provided should become unavailable.

The information and description given in the brochure and on the website is for guidance only. While every effort has been made to ensure accuracy, the Owner shall not be liable for any misdescription or incorrect information.

Rights of Entry

The Owner shall be allowed the right of entry to the property at all reasonable times for the purposes of inspection or to carry out any necessary repairs or maintenance.

Rights of eviction

We may terminate our contract with you and ask you to leave the Property immediately (without any compensation being payable) if we consider that you or your party have committed a breach of these terms and conditions including but not limited to:-

We consider that your or your Party's behaviour endangers the safety of the Owners or staff including unacceptable behaviour towards the Owner or staff. Any complaints are made of anti-social or unacceptable behaviour against you or your Party. You or your Party cause damage to the Property or its contents including carrying out unsafe or unacceptable activities at the Property; or you exceed the maximum occupancy limit for the Property.

Events beyond our control

We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside our control.

An event outside our control means any act or event that is beyond our reasonable control, including, without limitation, severe weather event, drought, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.

Complaints

Every care is taken to ensure that the properties are presented to Customers to a high standard. Should the Customer at any time believe there is a problem, or a cause for complaint, the Owner should be contacted immediately. This does not affect the

Customer's statutory rights.