

## Terms and conditions

All bookings are subject to the following terms and conditions;

1. A booking deposit of 25% of the booking rate is required to secure the booking. Receipt confirming acceptance of the deposit will be forwarded via email. The deposit is non-refundable.
2. Payments must be made in pounds sterling via the accepted payment methods.
3. The outstanding balance of the full holiday amount is due 28 days before the commencement of the holiday. If payment is not received by this time we reserve the right to cancel the booking and the deposit will be lost.
4. Any holiday booked within the 28 days of the arrival date, full payment will be required at the time of booking.
5. In the event of cancellation the booking deposit is non-refundable. The remainder of the balance will only be refunded if the owner is successful in re-letting the property.

All cancellations must be made in writing and sent recorded delivery for the attention of

Mr R Cole,  
Llwyn-Gwydd, Abbey Road  
Whitland  
Carmarthenshire  
SA34 0LH

6. Only the number of guests noted at the booking is authorised to use the property, there is to be no sub-letting or unauthorised additional guest numbers. The owners reserve the right to refuse admittance if this condition is not complied with.
7. Potterslade is available from 4pm the day of arrival and departure is 10 am prompt on the day of departure. These times may be varied by discussion with the owner for out of season breaks.
8. The property is let on the basis that all guests will take due care and consideration while using the facilities and pay for any damage caused. All damage must be reported to the owner immediately. Guests are expected to leave the property in the same state of cleanliness and order in which it was found.
9. The owner and /or persons needed to make essential repairs to the house or contents must be allowed access during a let. Where possible an attempt will be made to give notice when this is necessary but in an emergency this may not be possible.
10. Any complaints should be immediately directed to the owner who will attempt to resolve any problems to the mutual satisfaction of both parties.

11. Guests vehicles and belongings are left at owner's risk. The owner does not accept any responsibility for loss or theft.
12. All electricity, heating, water, bed linen, and towels are included in the full holiday price.
13. The owner cannot accept any responsibility for happenings outside of his control eg., the breakdown of electrical appliances, plumbing, wiring, damage from exceptional weather conditions, loss of power/water due to strikes or adverse weather conditions.
14. The property is non smoking.
15. No pets are allowed upstairs.
16. The owner reserves the right to carry out grounds maintenance during a let. The owner will endeavour to carry this out in the absence/or by arrangement with the guests.
17. In exceptional circumstances the owner reserves the right to cancel the booking with a full refund of all monies paid.