

## **Tytanglwyst Farm Holiday Cottages**

### **Terms and Conditions**

Bookings can be made by email, telephone or letter.

Arrival time is after 2pm.

Departure time is 10 am.

Please ask well in advance if you require alternative times and we will accommodate you if at all possible.

A £100 deposit per cottage is required to confirm your booking. The full balance will be due 4 weeks prior to the booking.

Payment can be made by bank transfer, credit card or cheque. Cheques should be made payable to Tytanglwyst Holiday Cottages. All payments will be acknowledged, but please contact us to check that we have received payment if you do not hear from us.

If you need to cancel your booking, please let us know as soon as possible.

In most circumstances all payments are non-refundable. It is strongly recommended that you take out a Holiday Cancellation Insurance to cover any unforeseen circumstances. We also recommend you take out holiday insurance, personal liability, personal accident and medical expense insurance to cover any eventualities.

In very rare and extreme circumstances we may be forced to offer you an alternative cottage or even cancel completely. If the alternative, we offer is not acceptable you may ask us to cancel your booking and we will refund you.

No more than the maximum number of persons stated on the web site may occupy each cottage unless by prior arrangement with us.

The use of all amenities is entirely at the user's own risk. Children must be supervised at all times. Please do not forget that Tytanglwyst is a working farm environment. We want you to enjoy the farm experience but please ask if you wish to be shown around the farmyard areas.

Within reason guests are liable for any damage to the property or its contents. Accidents do happen but please take reasonable care of our cottages and leave them as you found them. If you do break or damage anything or if anything is

not working properly, please let us know so that we can rectify the situation for you or for the next guests.

We have the right to charge for any additional costs incurred as a result of unreasonable damage caused during your stay.

Please also take care of your own items during your stay. Guests' personal belongings and vehicles are left at the cottage entirely at your own risk.

We regret that as Tytanglwyst is a working farm we are unable to accept any pets on our premises.

Our cottages are strictly non-smoking.

For the safety of our farm animals and buildings we do not allow fireworks.

Free wi fi is available. Please inform us if you have any connections problems and we will do our best to rectify them promptly. If using wi fi please ensure that you read and comply with our Acceptable Use Policy which is to be found in the information book in your cottage.

Please be aware that, for safety reasons, the charging of electric cars by plugging into the cottage electricity sockets is not permitted. Guests who do this will be charged for any resultant damage and the cost of any resulting guest cancellation fees if the cottage has to close for repairs.

We will be happy to advise you of proper charging points in the local area.

We thank you for booking your holiday cottage at Tytanglwyst Farm and will do all that we can to ensure that you enjoy your stay. Please let us know immediately if you are unhappy with any aspect of your stay and we will do our best to rectify the issue promptly.

By making your booking you are accepting these term and conditions.

*Tytanglwyst Farm Holiday Cottages*

*Tytanglwyst Farm*

*Pyle*

*Bridgend*

*CF33 4SA*

