

BOOKING TERMS and CONDITIONS

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions:

- A contract between you and the owners, Bruce and Nicola Rowles will come into existence when the deposit is received, and a booking confirmation is issued showing the confirmed holiday dates.
- The deposit must be paid within 3 days of the booking being placed.
- The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- We require the names and ages of all guests.
- RULES of booking: No groups of people under the age of 25
No stag or hen parties.
No events or parties
Up to a maximum of 10 guests

The owner reserves the right to refuse a booking without giving any reason.

- Wi-Fi – the guest agrees to reasonable and lawful usage.
- Domestic electric vehicle chargers (commonly known as a 'granny charger' or a 'trickle charger') are not suitable for use at the property and are strictly forbidden. You are liable for any damage or loss suffered by us due to your unauthorised use of domestic chargers.
- Fire risk: The Fire Guard must always be in place with a lit fire and no candles are allowed. Tea lights are provided for power cuts.

PAYMENT

- A deposit of 25% of the booking fee is due at the time of booking, with the balance of your rent due 4 weeks before your holiday commences.

CANCELLATION

- The deposit is non-refundable, with the balance due 4 weeks before the rental commences. If the balance is not received by the due date, then your holiday will be treated as a cancellation.
- If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.

ARRIVAL & DEPARTURE TIMES

Check in is from 4pm on the day of booking. Check out is by 10 am on the day of departure to allow time for the cleaning team.

IN ADDITION

- You must not use the property except for the purpose of a holiday.
- Smoking is not allowed in the property. Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused will be at your expense.
- DOGS are welcome. Please let us know with your guest numbers and ideally no more than 2 dogs.
 - Please don't let dogs on the furniture, especially sofas and beds.
 - Guests are responsible for cleaning up after their pets.
 - Please clean muddy dogs using the outside tap and bring a dog towel with you.
 - Dogs must not be left alone in the property.

- If the property requires additional cleaning due to excessive dog hair or if dogs have been on beds, or on a sofa, we will charge a £50-£100 fee to cover any additional dry-cleaning costs.
- You are responsible for your dog and you will be charged for any damage caused by your dog.

LOSS, DAMAGE AND CARE

Damages and breakages. Please treat the facilities and accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could let us know, especially before check-out. The accommodation will be inspected at the end of the holiday, and you may be charged for any reasonable loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.

CARE

- Septic Tank: Please take care to flush only loo roll. For other items please use the bins provided otherwise problems take a while to resolve.
- Wind damage through lack of care is your responsibility and is expensive to rectify. Please close conservatory doors and secure with hooks if left open. Please put any outdoor chairs inside when windy.
- Please do not move any furniture from one room to another or any of the indoor furniture, furnishings, or bed linen outside.
- Please remove muddy shoes before entering the house.
- Please bring your own beach towels and leave bath towels in the house.
- Please do not use best kitchen cutlery outside or take to the beach, (outdoor cutlery is also provided).
- Please use the designated barbecue utensils and clean the barbecue after use. Charcoal is not guaranteed to be available.
- All inventory must remain in the property and not be taken to another property.

You are responsible for any loss or damage to the property, for taking care of property and leaving it in a reasonably clean and tidy condition. The owner

reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.

- Please lock the doors and close the windows when you leave the property and switch off lights.
- On departure, please leave kitchen tidy, empty fridges, wipe down and leave on. Please empty bins and recycle appropriately. Please strip used beds and leave bedlinen on bed with used towel. Thank you.

ACCESS

- You must allow the owner and the housekeeper responsible access to the property.
- You may in no circumstance re-let or sublet the property.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.

BEHAVIOUR

- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
- Fireworks, Chinese lanterns, firepits, candles and portable bar bq's are prohibited.
- We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort, or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.
- The owners shall not be liable to you or your holiday party for loss or damage to person or property, however arising.

COMPLAINTS

- Any problem or complaint must be immediately reported directly to us to allow us the opportunity to resolve it and will not be accepted after the tenancy has ended.

- Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if you or your guests do not abide by the rules.
- The owners take every good care to ensure the accuracy of their property descriptions. All information is given in good faith and believed correct at the time of printing. We cannot be held responsible for any errors or omissions.

This property is privately owned and is our home. We expect all guests to enjoy their stay and treat the property with the same respect that they would with their own home.

We hope you have a wonderful holiday at Hafn.

Thank you