

**Terms and Conditions**

**Plas Glansevin Mansion and Coach House**

**Llangadog,**

**Carmarthenshire SA19 9HY**

**The Client:**

The client is the person making the booking and who shall remain responsible for the conditions.

**The Contract:**

This contract is made between Glansevin Mansion and or the Coach House (hereafter referred to as Glansevin) and the Client . All bookings made are subject to the conditions herein.

**Payment:**

Payment must be made by cheque payable to “Harvey Peters” and posted to the address ( Glansevin Mansion, Llangadog, Carmarthenshire, SA19 9HY or by BACS transfer. Please see cautionary deposit below.

**Deposit:**

A non-refundable deposit equal to one third of the total tariff is required to secure any booking, except where the first day of the Client’s stay is less than 12 weeks (84 days) away, in which case full payment should be made.

**Balance of payment:**

The balance is due 12 weeks prior to arrival. Bookings made within 15 days of the first day of hire, must be paid with cash upon arrival.

**Cautionary deposit:**

Two weeks prior to arrival, the sum of £500 will be required from the client or his party as security against damages or breakages during the period of hire. This will be refunded within 14 days of your return, less any costs incurred. Payment can be made either by cheque or bank transfer.

**Confirmation of Acceptance:**

A confirmed booking will be made upon the Client’s verbal email or written instructions with required dates, or receipt of payment confirmed by email from Glansevin. A confirmation letter in respect of that booking will then be forwarded by email. Any error in these details should be notified to us within 3 working days of receipt. Any balance of charges not received by us on or before the due date will be treated as a cancellation of the contract by the client.

**Risk Assessment:**

In order to comply with fire regulations we require all clients to complete the list of names of guests staying in Glansevin on the Booking Form before arrival at the property.

- **Please confirm that you have read the Health and Safety Policy/Risk Assessment for our property**
- **Signature.....**
- **Date.....**

**Cancellation:**

Any cancellations by the Client must be made in writing and should be sent by recorded delivery. The date from which the cancellation applies will be the date on which the cancellation notice is received by us.

**Charges:**

Clients failing to arrive within 24 hours of the first day of hire and having omitted to inform us of their delay shall be considered to have cancelled their booking. There will be no refund.

**Number of days notice prior to first day of hire    Cancellation amount payable**

Over 56 days.....	Full deposit i.e. (30%)
29 – 56 days.....	50% of total rental cost
15 – 28 day.....	75% of total rental cost
0 – 14 days.....	Total cost of rental

**We strongly recommend that clients take out appropriate travel or events insurance , including cancellation cover.**

**Linen:**

Bed linen is usually included in the price quoted unless alternative arrangements have been made with the client and the owners. A towel for each guest, are included in the total price. Whilst 1 cots and 2 high chairs are available for each property at no extra charge, clients must provide their own cot linen and bedding.

**Period of hire:**

The hire period commences at 4pm on the first day of hire and terminates at 10am on the last day of hire (except where otherwise agreed). Any significant delay in arrival should be notified to us in order that arrangements can be made for entry into the accommodation. We reserve the right to make a charge where there is a delay in excess of 2 hours in the Client vacating the property on the last day of hire.

**Property Care:**

The Client and his party shall take all reasonable care of the property and its furnishings and effects and agrees to leave the property in the same condition of cleanliness and tidiness as at the commencement of hire. Any exceptional cleaning costs may be charged to the Client.

**Damage:** In the event of breakages or damage to the property and /or its contents, gardens and shrubs caused by the Client or any member of his party, full payment is required for the actual cost of replacement or repair by the Client.

**Pets:**

**Pets are not permitted in the accommodation.** Guide dogs for the blind may be accommodated subject to notification being given to us at the time of booking. If evidence of a pet is found within the property, the Client will jeopardise the return of the cautionary deposit.

**Smoking:**

As a courtesy to all guests, smoking is not permitted within the properties.

**Occupancy:**

The number of guests occupying the property must not exceed the maximum number stipulated by us. Should this condition not be observed, the Company reserves the right to refuse entry to any or all guests within the party. If evidence is found that more than the number booked for (maximum 39) in the mansion and 23 guests in the coach house have occupied the property without prior consent, the cautionary deposit shall not be returned.

**Music/Noise:**

We regret that amplified sounds, live music and PA systems are not permitted within the grounds after midnight. **Fireworks are not permitted.** If evidence is found that this is not adhered to, the Client will jeopardise the return of the Cautionary Deposit.

**Non-availability of property:**

If, for any reason beyond the owner's control (e.g. fire, flood damage to the property) the property is not available on the date booked, every effort will be made to find alternative accommodation. In the event that this is not possible all rent and other charges paid in advance by the client will be refunded in full, but the applicant shall have no further claim against the owners or our agent. We are not liable for "acts of God" that prevent the client from travelling to the property (e.g. Flooding in local area), or travel arrangements that have made it impossible to reach the property.

**Complaints:**

Any complaints should be notified promptly in person to us or to our representatives in our absence, and we shall, at all times endeavour to deal with any complaint promptly. Should the nature of the complaint be serious then written notifications should be posted to the company within seven days of the last day of hire.

**Liability:**

Harvey Peters, our employees and representatives shall not be liable to the Client or third parties for loss or damage to persons or property howsoever arising during their stay.

**Right of entry:**

For the undertaking of necessary repairs, maintenance or inspections, we have the right of entry to the property at all reasonable times. Prior notice will be given to the Client wherever possible and privacy will be respected at all times.

**We reserve the right to terminate a booking any time that these conditions are not kept in full.**

Download, print and sign Terms and Conditions: