

Your Holiday Terms and Conditions

1. Parties

In these Terms and Conditions "us" or "we" means Longview Properties Limited, company number 4073203 whose registered office is care of Williams, Giles & Co, Empire House, Culpeper Close, Rochester, Kent, ME2 4HN and "you" and "yours" means the person making the booking and/or members of the holiday party.

2. How To Book

Please contact Treberfedd Farm on Contactus@treberfedd.co.uk or by telephone on 01570 470672. If your requested dates are available we shall forward a booking form to you and reserve your requested dates for 14 days. You must complete and return the Booking Form together with the non-returnable deposit requested within this period otherwise your requested dates will be released. Your holiday booking will become binding by us and you once we have received a fully completed Booking Form and your deposit or the full payment for your holiday has cleared.

3. Changing A Booking

Change of Dates

If, more than 8 weeks before your arrival date, you wish to change your booking to another arrival date and such dates are available, we will be happy to change your booking at no charge. If within 8 weeks of your arrival date, you wish to change your booking to another arrival date, this will be treated as a cancellation.

Change of Property

If, more than 8 weeks before your arrival date, you wish to change your booking to another property and such property is available on those dates, we will be happy to change your booking for you on receipt of payment from you of any difference between the cost of your current booking and the new property. If you wish to change your booking to a cheaper property, no refund will be given. If within 8 weeks of your arrival date, you wish to change your booking to another property, this will be treated as a cancellation.

4. Cancellation

By You - If you need to cancel your booking you must let us know as soon as possible in writing. Your deposit is non-refundable, however we will try to re-let the property. If we can re-let the property at the full price, the balance of your payment will be refunded to you. If we can only re-let the property at a reduced rate the reduced balance will be refunded to you. If we cannot re-let the property no refund will be made, therefore WE STRONGLY RECOMMEND that you buy a suitable insurance policy to cover your cancellation costs.

By Us - If the property is not available on the date booked due to any reason beyond our control (eg flood or fire) we shall refund the cost of your booking in full. No additional compensation will be paid.

5. Holiday Duration and Occupation Times

All properties are available from 3.00 pm on the date of arrival and must be vacated by 10.00 am on the date of departure. We reserve the right to charge you a daily rate if your departure is delayed beyond this time without our prior agreement. Bookings will normally run from Saturday to Saturday.

6. Payment

A deposit of 30% of the total holiday cost is payable with your Booking Form. The balance is due no later than 8 weeks prior to your arrival date. For bookings made within 8 weeks of the arrival date payment in full is due with a completed Booking Form.

7. Your Party

Your booking is valid strictly for the parties named in the Booking Form only. You will be refused entry to the property if you attempt to allow any more people than those detailed on the Booking Form to use the property.

We will also refuse entry to the property or terminate your visit if in our opinion any of your conduct is detrimental to the property or the safety or comfort of other visitors.

8. Pets and Smoking

We are sorry but no smoking is allowed in any of the properties nor are any pets. If you have a guide dog or an assistance dog please contact us for further details.

9. What is Included

The cost of your holiday includes all bed linen and bathroom towels (please bring your own beach towels) which will be changed only for bookings of two weeks or over. Central heating, electricity, tea towels and cleaning products are all included.

10. Maintenance and Complaints

You will allow us or our agents reasonable access to the property for all purposes.

If you have any cause for complaint during your visit, please notify us immediately. We shall not compensate you in respect of any complaint where you have denied us or our agents the opportunity of putting it right.

11. Our Liability

We accept responsibility for death injury or illness only when caused by the negligent acts and/or omissions of our employees or agents whilst acting within the scope of their employment with us.

In all cases, other than personal injury or death, our liability to you will be limited to the total cost of your booking.

12. Data Protection

Information provided by you may be used by us to communicate with you in connection with keeping you informed of activities at Treberfedd Farm, special offers and other news. If you do not wish to receive such information, please tick the box on your booking form.

13. Descriptions

All information, pictures and descriptions are up to date at the time of publication and are made in good faith. Differences may occur as we continually try to improve our property.

14. Your Obligations

During your visit:-

- * You must take care of the property and its contents and leave it in a clean and tidy state upon your departure.
- * You must not allow anyone to occupy the property that is not named on the Booking Form.
- * You will pay for any losses or damages to the property.
- * You will look after the keys to the property. You will be charged for any replacements required.
- * It is your responsibility to look after and care for your own possessions, valuables and money whilst on holiday with us. You should not leave these items unattended in your property or elsewhere and we suggest that you do not bring valuable possessions with you unless absolutely necessary. We recommend that you have comprehensive insurance in case of any loss or damage to your possessions. We accept no liability for the same unless due to our negligence.

15. Governing Law

Your holiday contract will be governed by and construed in accordance with the laws of England and Wales.