

Terms & Conditions

In these Terms & Conditions “We/us/our” refers to the Cambrian Coast Evangelical Trust, owners of Olgra, Olgra Bach and Pendorlan, or our appointed representatives, and “You/your” refers to the hirer and their guests.

Any dispute will be resolved in the English courts and according to the laws of England and Wales.

1. Reservations

You may make reservations up to one year in advance. *The minimum period for a booking is 2 nights. (i.e. a stay for 1 night will incur a payment for 2 nights.)* To secure a booking a non-returnable deposit of 25% of the total fee is payable at the time of booking. Cheques should be payable to the Cambrian Coast Evangelical Trust. The group leader must be at least 21 years of age and is responsible for all costs involved in the reservation including loss or damage, and for the social behaviour of their group.

2. Payment

The balance of your booking fee must reach us at least five working days before you are due to arrive. Cheques cannot be used for payment once the booking commences. Payments for late bookings are by cash only when you arrive. Cheques will not be accepted. You must pay any monies owing before departure; if you fail to do so we will take any action necessary to recover such monies, including any legal costs.

3. Prices

Where fees have not yet been set for the time of your reservation, the quoted price may change. We will try to inform you of any likely price change at the time of booking and in any case will inform you in writing of any increases as soon as they are known. In this situation you have the right to cancel your reservation and have your deposit refunded.

4. Special promotions

Any special promotion, offers or discounts are independent of our standard tariff even though they may run concurrently. We reserve the right to withdraw or alter any special promotions, offers or discounts.

5. Cancellation

If you cancel a booking or part of a booking you will lose your deposit. For cancellations made less than 1 calendar month prior to your arrival we reserve the right to claim payment of the full amount of the original booking. For cancellations made more than 1 but less than 2 calendar months prior to your arrival we reserve the right to claim payment of half the full amount of the original booking.

If you fail to arrive on the day the booking commences, or leave earlier than stated in your original booking, you will have to pay the full amount of the original booking unless otherwise agreed, in writing, with us.

Booking deposits are non refundable.

6. Arrival & departure

The properties are available from 3pm on the day your booking commences, although earlier arrival may be possible with our agreement.

You should vacate the property by 10am on day of departure, unless a later time has been agreed with us in advance, or you may be charged a further nights stay.

7. Access

The key to each property is located in the secure key box in the front porch. You will be notified of the code for the key box prior to the commencement of your booking.

8. Pets

You are welcome to bring your pet to the House by prior agreement with us, provided:

- they are fully house trained
- they will not cause damage
- they will not disturb our neighbours
- you undertake to protect furnishings etc from damage or soiling
- you undertake not to let them defecate in our grounds

A nominal charge is payable. Price on application.

Pets must not be left in the house unattended and are not allowed in the bedrooms. You are responsible for your pets at all times and will have to pay the full repair, replacement or cleaning costs if any of our property is damaged or soiled.

9. Good Housekeeping

A deposit of £250 is payable to be held against any loss or damage howsoever caused during your stay. You will be charged the full cost of replacing or repairing any of our property you lose or damage however the damage is caused including discharged fire extinguishers, lost keys and soiled bedding. If you notice any damaged or missing items on your arrival, you must inform us immediately. Due to bad experiences in the past, we will bank your good housekeeping deposit and, if all is well, refund by cheque within 4 weeks of your departure.

10. Guests' property

We cannot be held responsible for loss of, or damage to, your property. If you leave behind any of your property there is a minimum charge of £10.00, which must be paid in advance of your property being returned.

11. Smoking

Smoking is not permitted anywhere inside the houses or within 5 metres of doors and windows. Guests who smoke outside are requested to dispose of their butts in an appropriate manner and not to litter the grounds. Guests smoking, or suspected of smoking on the premises will be charged £50 per room to cover extra cleaning/sanitizing costs.

12. Anti-social behaviour

For the benefit of our neighbours and future guests, anti-social behaviour (including drugs,

drunkenness and excessive noise) will not be tolerated and will be reported to the relevant authority prior to you being asked to leave the property without warning or refund. Our properties are in residential areas and you are requested to keep noise within acceptable levels. Noise should not be able to be heard by our neighbours after 11pm.

**CAMBRIAN COAST
CCET
EVANGELICAL TRUST**

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CCET is a registered charity 259100

www.ccet.org.uk

May 2009

for hirers of Olgra, Olgra Bach and Pendorlan