



**St Curig's Mountain Church
Capel Curig
Conwy
LL24 0EL**

2017 Terms & Conditions for staying at the Church

We will try at all times to be accommodating, fair and flexible, we do however need to establish these conditions to make sure your stay is enjoyable for all.

The contract is for a short-term holiday rental and shall be made between the guest and St Curig's Mountain Church. A contract is only entered into once the booking and deposit has been processed and a confirmation email issued. The church is a fantastic venue for a gathering of friends and family and we want you to have a fantastic time here. We do however live next door and so ask that noise is kept to a low level after midnight.

1. Reservations and cancellations

An invoice is sent to you by email. All our bank details for transfers are on it.

50% of the rental fee is payable on booking and this reserves the property for you and the remaining balance must be paid eight weeks before the visit. Non payment of the final balance when it becomes due will constitute cancellation of the booking and forfeiture of the deposit payment.

Your booking is made as a consumer and you agree that we will not accept liability for expenses, costs, losses, claims or other sums that relate to any business however so suffered or incurred by you.

You must be over 18 years of age at the time of making your booking.

Cancellations: If the house can be re-let at the same rate, you will receive a refund of amounts already paid, minus 10% admin fee. If the house is re-let at a lower price, you will receive the lower rate minus 10% admin fee on the amount you originally paid. There will be no refund for cancellations if the house cannot be re-let for a price acceptable to us for the booked period. **We advise you to take out holiday insurance that includes cancellation compensation for accommodation and**

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covers risks such as flight cancellation due to ash cloud and other unusual events!

CANCELLATION BY US

We reserve the right to cancel your booking at anytime in the event of circumstances beyond our reasonable control. In the unlikely event of this happening, we will refund all money received by us in relation to your booking of the property, however we will not be liable for any other loss incurred by you as a result of the cancellation.

GENERAL INFORMATION REGARDING BOOKINGS

Our self-catering accommodation is suited to and equipped for families and friends. We reserve the right not to accept bookings from anyone whom we feel the accommodation would not be suitable for. All guests must be listed and this sent by email eight weeks prior to arrival. Additional guests are not permitted unless agreed beforehand and the fee adjusted.

2. Payment

A bank transfer should be sent to our UK account. For within-Britain bank transfers there are no bank charges. For international electronic bank transfers, bank charges tend to be around GBP£20, although there are occasionally intermediary bank charges in addition. The amount received by us should correspond with the amount invoiced: any shortfall will be evidenced and deducted from the deposit.

We require card details 7 days before arrival and this acts as a £300 breakages deposit. Card deductions may include key replacement if keys are not returned, breakages, exceptional cleaning costs, maximum agreed guest-numbers exceeded and shortfall in money transfers.

3. Advertised rental price

Prices may vary: after you have booked, prices on the websites may show as higher (if demand becomes very high) or lower if, sometimes close to the start date, we reduce the price for 'special offer' late sales. Price changes do not affect your booking, once your deposit is paid and the property is reserved for you.

4. Arrival / departure

Arrival after 4.00 pm (unless earlier check-in previously agreed)

Departure by 10.00 am (unless later checkout previously agreed)

Luggage can be dropped off after 1pm although you must notify us in advance of your intention to do this.

It is very important that you stick to your arrival and departure times as our housekeeping team is booked well in advance and needs the between-rental cleaning time to get the property ready for the next family. A few times our housekeeping team have recently been seriously inconvenienced by guests not leaving on time and so we have regretfully decided that any overstay will be charged at £40 per hour or part thereof. This will be deducted from the 'breakages' deposit.

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5. Cleaning & linen

One good towel per person is provided and these towels will put on each bed.

Tea towels and hand-towels are provided in the kitchen and all bathrooms, as are soap.

The beds are made up with fresh linen.

The house is presented freshly cleaned and should be left in good order.

6. Telephone and internet access

Wireless broadband is available in the house and the current password is on a card in each room.

Most mobile phones work at the church including Three, O2, EE but Vodaphone does not work very well locally.

7. Smoking

The NO SMOKING ban in England and Wales now makes it illegal to smoke inside the house. Please observe this rule.

8. Pets

Your pets are very welcome, but please help our housekeeper and be conscious of muddy paws and unwanted fur. We also ask you keep your pets off the beds and sofas.

Please let us know at time of booking if you are bringing any animals.

9. Personal safety and holiday cancellations

Guests are advised to take out travel insurance: **we accept no liability for guests' illness, hurt or loss/damage to personal property during their stay; or for any circumstances (e.g. flight cancellations, illness) that prevent guests from arriving at the property, other than those caused by ourselves.**

10. Hairdryers and other electrical goods

There are four hairdryers. We do leave adaptors so you can plug in appliances from overseas but DO REMEMBER that you will need transformers for US appliances. If you do not find the adaptors you need (they sometimes 'walk') you will be able to buy them at local shops in Betws y coed.

11. Cleaning up before you leave

Our cleaners arrive as you leave, to strip the beds and clean the house thoroughly. However, you are expected to leave the house in good order – tidy, dishes washed up, rubbish removed.

Please dispose of your rubbish in the wheelie bin on the drive. The maximum amount of rubbish that you can leave is one full wheelie bin and anything else needs to be taken away with you. Please do not put bottles or any recycling in the wheelie bin as this will not be taken by our bin collectors. Please take all your recycling to dispose of at the Tyn y Coed Pub in the village where they have full recycling facilities. In your general clean-up before leaving please include emptying small bins in the rooms.

The hot water and heating is on from 7am to 11am and then from 3pm to 11pm.

OCCUPANCY

The property may only be occupied for the purpose of a holiday.

The property may only be occupied by the number of the guests stated when you booked. If you wish to amend the number of guests in your party, this must be agreed in advance of your stay and the additional payment made.

When listing guests please add them all (including infants) in the email. A maximum of 16 guests may occupy the house. We reserve the right to refuse entry to the entire group if this condition is not observed.

GUESTS OBLIGATIONS AND RESPONSIBILITIES THE GUEST AGREES:

To keep the property its fixtures and fittings in the same and proper condition and repair as on arrival

To remain responsible for all children and adults requiring care at all times.

To pay for any damage or loss however caused excluding reasonable wear and tear incurred during the occupation. All breakages and any damage must be reported to us before the end of your holiday. The right to make repairs to the property and replace damaged fixtures fittings and equipment and to deduct such costs from security deposit is acknowledged and that you will be liable for all costs in excess of the amount of the security deposit and undertake to reimburse us upon written demand.

We ask you not to cause nuisance or annoyance to occupants of any nearby property during your stay. **To this end we ask that there is no music outside and that noise is kept to a low level after midnight. St Curig's Mountain Church is lovingly cared for and we ask you treat the house with respect.**

If in the opinion of St Curig's Mountain Church management any guest is not suitable to continue their occupation of the property because of unreasonable behaviour, damage, nuisance to other parties, this agreement may be treated by St Curig's Mountain Church as determined and this agreement may be determined forthwith but the guest shall remain liable for the whole cost of hire and no refund shall be due.

If damage caused results in the party being un-fit for occupation to subsequent guests you shall be liable for the loss of rental income and any other related losses

We shall not be responsible for any loss or damage to any belongings or injuries sustained by you or any member of your party.

We reserve the right to cancel your booking at any time and the total liability will be to

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refund to you all sums which you have already paid.

RIGHT OF ACCESS

You must allow us and our representatives access to the property at reasonable times for the purpose of inspection, or to carry out any repairs or maintenance.

SHOULD YOU ENCOUNTER A PROBLEM

We hope you will never have any cause for complaint. In the event that a problem occurs please contact us as soon as is possible while you are at the property so that we can make every reasonable effort assist to you and to resolve the issue.

CLEANING

As stated above, you are obliged to ensure that the property is fully cleaned and left in the condition found on arrival (apart from linen and towels). This includes the equipment provided, such as the oven and fridge. If any excessive cleaning is required following your departure a charge will be made and the costs will be deducted from the Security Deposit.

CLEANING SERVICE

Should you prefer us to provide a cleaning service on departure, we can do so for a fee of £150. This must be pre-booked and prepaid prior to arrival.

If the property is left in an unfit state such that it requires more than a general clean and/or requires an excessive number of hours, which prevents it being ready in time for the next arrival, further charges will be applied.

Any stains/marks needing professional attention or broken items requiring replacement are not covered by the prepaid cleaning fee, and further charges may have to be applied.

I HAVE READ, UNDERSTOOD AND AGREE TO THE TERMS AND CONDITIONS SET OUT ABOVE.

Client Signature

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Print Name Date

Please list all guests staying at the property: