



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

2023 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.

This is a legally binding contract between the holidaymaker and the property owners; Alice Douglas and Steve Peake. The property owners are also referred to as "we" and "us". The holidaymaker is the person who makes the booking or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property referred to is: St Curig's Church. The contract is for a short-term holiday rental and shall be made between the guest and St Curig's 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 wonderful time here. However we do live next door and so ask that you don't bring a big music system and that noise is kept down after midnight.

1. Reservations and cancellations

If you would like to book then this can either be done directly through our website, an OTA (such as Airbnb or Booking.com) or via email. If by email then an invoice will be sent and **50% of the rental fee is payable within 24 hours of requesting to book** and once this is paid 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.

A breakages deposit of £300 is required 7 days before the booking and will be

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returned to you when you leave.

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 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 strongly advise you to take out holiday insurance that includes cancellation compensation for accommodation and covers risks such as flight cancellation due to ash cloud and other unusual events.

If you have a complaint you must bring this to our attention straight away. Complaints must be dealt with during your break and will not be considered after your departure. Please note that the accommodation is strictly a no-smoking environment. We very rarely get people ignoring this, but if you choose to we reserve the right to charge for specialist cleaning and to ask you to leave the property immediately.

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. We will not refund if the cancellation is not of our own making.

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.

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 important that you stick to your arrival and departure times, as we need the time to get the property ready for the next arrivals. A few times our housekeeping team have been 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.

5. Cleaning & linen

One large bath towel per person is provided and these towels will put out in each room.

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

The beds are made up with fresh linen.

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

6. Parking

We have room for 5 or 6 cars to park at the church at the top of the drive on the right hand side. If you have more vehicles, then these can be parked across the road (behind the shop) where there is a free public car park, which is only about 50 meters away. Please try not to block any of our cars in, outside the entrance to our house Vestry Cottage.

7. Telephone and internet access

Wireless broadband is available in the house and the password is in the guidebook. Most mobile phones work at the church including Three, O2, EE and Vodafone.

8. Smoking

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

9. Pets

Your pets are very welcome, but please help our housekeeper and try to wipe muddy paws. 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.

10. Personal safety and holiday cancellations

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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.

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

11. Hairdryers and other electrical goods

There are four hairdryers. We also 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.

12. Cleaning up before you leave

We 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, floors swept and mopped if they've got especially muddy or had drinks spilt, oven and fridge cleaned and rubbish removed to outside bins.

Please dispose of your rubbish in the orange wheelie bin on the drive. The maximum amount of rubbish that you can leave is one full wheelie bin of general waste and recycling can be put in the various marked bins but if you have more than this needs to be taken away with you. **Please do not put bottles or any recycling in the general waste wheelie bin as this will not be taken by our bin collectors. Please put your glass in the large recycling glass bin and then other items can go in the green boxes.**

The hot water and heating is generally on from 7am to 11am and then from 3pm to 11pm but you can put it on constant or adjust the timer if you wish.

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 and under no circumstances can you invite outside guests round to the property (unless previously agreed). We reserve the right to refuse entry or ask the entire group to leave if this condition is not observed.

We have CCTV outside covering the drive area for security.

GUESTS OBLIGATIONS AND RESPONSIBILITIES THE GUEST AGREES:

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- To keep the property it's fixtures and fittings in the same and proper condition and repair as on arrival.
- To remain responsible for all children, pets and adults requiring care at all times.
- To pay for any damage or loss incurred during the occupation excluding reasonable wear and tear. All breakages and any damage must be reported to us before the end of your holiday.
- We ask you not to cause nuisance or annoyance to occupants of any nearby properties during your stay. **To this end we ask that there is no loud music outside and the hot tub cannot be used after 11pm or before 8am.**
- The hot tub is switched off and we take the plug out to drain it at 11pm on the last evening of your stay. This is to allow us time to refill and get it up to temperature for the next guests. On the day of arrival the hot tub might not be up to temperature.
- 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 paid will be refunded to you.

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.

The hot tub is regularly serviced and has proved completely reliable, but in the unlikely event of a breakdown and being unusable during your stay we will refund guests £100. We do of course have a hot-tub maintenance company on hand to carry out any urgent repairs but this can take a few days and longer if a specific part needs ordering.

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.

Return of Breakage Deposit

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Your breakage deposit, minus any deductions, will be returned to you within 7 days of the departure.

I HAVE READ, UNDERSTOOD AND AGREE TO THE TERMS AND CONDITIONS SET OUT ABOVE AND BY PAYING I AM ACCEPTING THESE TERMS IN FULL.

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Client Signature

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Print Name Date

Please list all guests staying at the property: