

Terms and Conditions to be agreed to at the time of booking

- A contract between you and the owners of *Chy Lowen* will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown in the rental agreement. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A deposit of 25% of the holiday price is payable at the time of booking.
- The balance must be paid so as to arrive no later than 8 weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation and the client will remain liable to pay the balance of the rent.
- Bookings made less than 8 weeks before your arrival date must be accompanied by the full amount of the holiday charge and the refundable damage deposit (if requested).
- All cancellations must be immediately notified by telephone and then in writing. If you cancel your holiday more than 8 weeks before it is due to start then your deposit will be returned only if we are able to re-let the property for that week. If you cancel less than 8 weeks prior to the holiday then the full balance remains due and the deposit is non refundable.
- We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments only made to us direct.
- **The number of persons using *Chy Lowen* at any time must not exceed 10 and only those people listed on the booking form can occupy *Chy Lowen*. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.**
- Bookings cannot be accepted from persons under eighteen years of age.
- We (the owner) reserve the right to refuse a booking without giving any reason.
- We (the owners) reserve the right to enter *Chy Lowen* at any time to undertake essential maintenance or for inspection purposes. (Under normal circumstances this is extremely rare will be with your consent)
- Your stay will normally commence at **4pm** on the arrival day unless otherwise agreed and guests are required to vacate the apartment by **10am** on the day of departure. This allows the accommodation to be thoroughly cleaned, sanitised and prepared for incoming guests.
- **Smoking or Vaping anywhere inside *Chy Lowen* will result in immediate termination of your occupancy and forfeiture of all payments made to us. This must be strictly adhered to, any damage or extra cleaning caused by smoking or vaping will also be at the expense to you.**
- Pets are not allowed anywhere inside or outside of the property
- Damage/Security deposit (if requested) In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. The security deposit (if taken) will be returned within **2** days of the end of your holiday less the cost of damage/breakages.
- Damage to property – Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage found.
- For your own safety and security, please remind your guests to lock the doors and close the windows each time they leave *Chy Lowen*.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that in the event that any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you @£15 for each key lost.
- The client may in no circumstance re-let or sublet the property, even free of charge, **only the people named in the booking form can stay at *Chy Lowen*.**
- The internet WiFi connection is available (at no extra cost) subject to technical availability.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds, Hot Tub or Sauna.
- All inventory must remain in the property as it was on your arrival.
- **Important notes on Hot Tub and Sauna use:**
- **ALWAYS SHOWER BEFORE USING THE HOT TUB.** The hot tub water is tested and adjusted daily. Showering will help remove any bacteria, oils, make-up etc from your skin. This is not only more considerate for your fellow bathers but it is important as it helps the Hot Tub' water care system (it's Filter and Sanitisers) keep the water clean and balanced for you and will work more efficiently.
- **** NEVER ENTER THE HOT TUB IF WEARING FAKE TAN, this will cause permanent damage to the shell. ****
- Children under the age of 14 are only allowed to bathe in the Hot Tub if accompanied by an adult at any time.
- **Please be aware that the hot tub may not have reached it's optimum temperature on the first day of your holiday as it will have been flushed, drained, thoroughly cleaned and refilled with fresh water before your arrival.**
(Please also read the notes on Corona Virus at the foot of this page).
- Please be mindful of creating excess noise' if using the Hot Tub and Sauna late evenings
- The lid must be replaced on the Hot tub immediately after each use

*** Before using the Hot tub and Sauna, please familiarise yourselves with the separate safety information sheets detailing the rules and their safe use, they can easily be found on the walls of the Hot tub and sauna cabins. ***

Note: The Hot Tub will not be available after 8AM on the morning of your departure as it will need to be drained and refilled ready for the next guests. The Sauna can still be used up until your departure time if needed.

- Children under 18 must be supervised by their parents/guardians at all times.
 - We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
 - Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
 - We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
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Amendments due to the CORONA VIRUS (INCLUDING TRACK AND TRACE)

DO NOT TRAVEL TO CHY LOWEN UNDER ANY CIRCUMSTANCES IF YOUR POSTCODE 'TIER' AREA STATES OTHERWISE. ALWAYS CHECK YOUR POSTCODE WITH THE GOVERNMENT WEBSITE PRIOR TO YOUR ARRIVAL NAMES, ADDRESSES AND AGES OF ALL GUESTS MUST BE SUPPLIED TO CHY LOWEN AT THE TIME OF BOOKING

Arrival:

Before your arrival, *Chy Lowen* would have been thoroughly cleaned and sanitised as set out in HSE guidelines.

Departure:

On your departure, the HSE have stated that you must strip the beds including the sheets (but not the mattress cover/protectors) and place the laundry in the bags provided by us. Can you also please open a window slightly in each room before leaving. Thank you

Becoming ill whilst on holiday:

In the unlikely event that any member of your party shows any signs of corona virus whilst you are at *Chy Lowen*, under the current HSE guidelines you must **ALL** leave the property immediately, return to your homes and isolate for 14 days.

Hot Tub use:

We are constantly checking for public health advice, and currently we are unaware of any public health evidence that suggests that it's unsafe to bathe in hot tub water. Provided it is correctly sanitised and also the correct pH level it will be perfectly safe to use. This is why it is so important to shower before each use to help the sanitation process.

In order to keep any risks to a minimum, anybody using a hot tub should only share it with people from their current household, provided of course that everybody is currently feeling well and not displaying any of the illness symptoms.

The sanitation levels will be checked and adjusted daily, usually first thing in the morning.

What should I do to keep safe?

This advice should really be followed at all times when using the hot tub, not just during this pandemic. Anybody using the hot tub should shower thoroughly before bathing, removing any pollutants on your body - make-up, hair products, sun cream, etc. This is good not just for your own health and the health of your bathers, but also for keeping your water chemistry balanced. This will allow the chlorine in your hot tub to kill any bacteria in the water more effectively.

Please note – NEVER ENTER THE HOT TUB IF WEARING FAKE TAN, this will cause permanent damage to the shell.

We also recommend that you do not share towels and wash them at a high temperature after use.

This property is privately owned and is our home. We expect all of our guests to enjoy the facilities and treat the property with the same respect that they would with their own home.

We hope you have a fantastic holiday here at *Chy Lowen*.

Best wishes, Colin and Belinda

