

Booking Conditions.

1. **CONTRACT:** The contract made when you book is between the hirer and the owners; the hirer agrees to sign on behalf of all those staying and confirms that all staying understand and will comply with these conditions.
2. **PAYMENT:** Once a booking is made (normally by phone) please complete a booking request form, and send with the 25% deposit within 3 days of booking. The balance is due at least 6 weeks prior to the holiday date. If the holiday is booked less than 6 weeks in advance, then the full amount should be paid at the time of booking.
3. **INSTRUCTIONS:** Full instructions will be forwarded to you on receipt of the final payment, including directions to the property, arrangements for obtaining keys, and local contact point in the event of problems. Contact us immediately if these instructions are not received within 5 working days of making the final payment.
4. **HIRER'S RESPONSIBILITIES:** The hirer agrees:
 - 1) to be responsible for, and take reasonable care of, Erw Wen during the let.
 - 2) not to smoke indoors.
 - 3) to make good any loss, breakage or damage caused and to notify the owners promptly of such damage.
 - 4) to leave Erw Wen in a clean and tidy condition, and to return all items to their original places.
 - 5) to permit the owners (or representatives) to enter Erw Wen at any reasonable time to carry out needed repairs.
 - 6) that the number of persons staying shall not exceed the number stated on the booking form without the owners' consent prior to arrival.
 - 7) to read the information supplied about Erw Wen and comply with instructions therein.
5. **PETS:** Pets are not allowed without prior agreement. There is a £25.00 per pet per week surcharge. You are expected to provide bedding and food bowls for your pet and to keep any permitted pets under control at all times, not to allow pets into bedrooms or on furniture, not to leave pets unattended in the property and to be fully responsible including financially responsible for any damage caused or costs incurred by your pets. Pets should be treated for fleas within a maximum of four weeks prior to arrival and you are asked to "poop scoop" the field/garden.
6. **CANCELLATION:** The hirer is strongly recommended to take out cancellation insurance. The owners do not have cancellation insurance. If a booking is cancelled in writing more than 6 weeks prior to the holiday then every effort will be made to re-let, and if successful then the deposit (less £40 per week cancellation fee to cover work and expenses) will be refunded. If unsuccessful then the deposit is forfeit. If a booking is cancelled in writing less than 6 weeks prior to the holiday, then the deposit is forfeit and the balance becomes payable. All efforts will be made to re-let, and if successful any moneys received (less 20%) will be returned.
7. **BOOKING ALTERATION:** The owners reserve the right to make a £30 administration charge for any booking alterations.
8. **ARRIVAL/DEPARTURE TIMES:** The hirer is responsible for keeping to the times agreed. Lets are normally from Saturday 15:30 until Saturday at 11:00, unless agreed otherwise and confirmed in writing.
9. **NON-AVAILABILITY OF THE PROPERTY:** Should the property be unavailable on the holiday date (for example, due to damage by a previous occupant) then all moneys will obviously be refunded without question. However, no further liability will fall on the owners/representatives. In no event shall the liability of the owners exceed the rental paid.
10. **PROBLEMS:** Please bring these to the attention of the owners/representatives as soon as possible in order that we can attempt a remedy. We are always pleased to hear of possible improvements, but we cannot attempt to rectify (nor will compensate for) a problem that is not reported as soon as possible.
11. **DAMAGE DEPOSIT:** We charge a £150 damage deposit. In some cases (for example, small groups with no children or pets) we may waive this deposit. This deposit will normally be returned within three weeks of a let completing, providing there is no damage. If items are missing and/or damaged or the property left in an unacceptable condition requiring additional cleaning, then we will subtract the cost from the damage deposit before returning it, unless you have replaced the damaged item(s) with ones of equal quality and of a suitable type and immediately notified us or our local representative. If you have not notified us of damage that we, or the next occupants, subsequently find, then you agree that we can in addition deduct a £50 administration fee for the additional work and inconvenience caused to the next occupants and to the owners.
12. **PAYMENTS FROM OUTSIDE UK:** Payments should be in UK pounds. The hirer is responsible for any currency conversion and transfer costs.
13. **OUR RIGHT TO EVICT:** We may terminate our contract with you and ask you to leave your accommodation immediately (without compensation being payable) if
 - a. we consider that you or your party have committed a serious breach of these terms and conditions;
 - b. any complaints are made of anti-social or unacceptable behaviour against you or your party;
 - c. you or your party cause an unreasonable amount of damage to the property or its contents
 - d. you exceed the maximum occupancy limit of NINE people (inc. children) or bring pets without agreement.
14. **YOUR PRIVACY IS IMPORTANT:** Contact and other information essential to manage your let is kept electronically. You consent to this by placing the booking. We commit to keeping this information secure. We never share it with anyone outside the business and we never collect data about you automatically on our website. We retain your information only as long as necessary for tax and insurance purposes. We do not store any credit card or bank details. If you agree to this when booking, we may send you a maximum of two newsletters or special offers per year. You can change this choice at any time. You also have the right to see any information we hold about you on request. We conform to all applicable privacy legislation.
15. **LIABILITY:** Every effort is made to ensure all aspects of the property are as advertised. However no liability will be accepted for items outside our control, eg flood, drought, power cuts, nor for injury or loss on the premises. Safety information and equipment is provided at the property, and those staying should read the safety information on arrival.

Erw Wen Home Page: <http://erwwen.com>

An online copy of these booking conditions is available at <https://erwwen.com/bookconds.htm>