

BOOKING CONDITIONS GRAIGLWYD SPRINGS HOLIDAY COTTAGES

We hope you enjoy your stay here at Graiglwyd Springs, please see below our booking conditions and guidelines for your stay.

Name.....

Address.....

..... Post Code.....

Tel.....E Mail.....

Number of Adults in Party..... Children..... Infants (under 3)

Number of cars.....

Special requests.....

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Graiglwyd is a family run business with 6 cottages on our small estate and Fishery above the seaside town of Penmaenmawr and we really look forward to making your stay as comfortable and welcoming as possible.

Each cottage is cleaned and inspected before your arrival ensuring the highest standards, with fresh linen and towels, plus tea and coffee and fresh milk to awaiting you.

In summer we provide traditional deck chairs, a Charcoal BBQ if required, and of course an outside seating area with a Parasol.

If you have any special requests prior to arrival or booking please discuss these with us. We also offer High Chairs and Travel Cots (without bedding).

Below are some booking conditions, rules and guidelines, which you should read through to ensure you understand everything before completing your booking. We are happy to answer any questions you may have.

As our contract is with you, please be aware that we will only accept payments from the Principle person. This removes the need for multiple payments by any other guests who may arrive late or at a later date.

With all accommodation we require a 25% deposit at the time of booking and the balance to be paid in full at least 48 hours before arrival.

This can be paid directly to our bank account. Nat West, Account number 15117383, Sort Code 52-10-39. Name of account, Graiglwyd Springs

Cancellation.

We strongly advise you take out holiday insurance to cover cancellation of your holiday if for some unforeseen reason you are unable to come.

With a cancellation made less than 4 weeks before commencement of your holiday there will be no refund of your deposit and if cancelled 2 weeks before arrival the full balance due.

Arrival and departure times

Your accommodation will be ready on your arrival date from 4 pm. On your date of departure it must be vacated no later than 10 am.

Thank you.

January 2020.

RULES AND GUIDELINES FOR YOUR STAY AT GRAIGLWYD

Pets

Dogs are welcome in Yew, Elm, Oak and Ash cottages only, with a maximum of 2 dogs per cottage. Please ensure you keep your pet off Sofas and beds and please do not leave them unattended at any time. In the event of damage caused by pets, you are responsible for any repair costs. Outside, dogs must be kept on leads at all times and waste bins are on site. In the interests of hygiene, please clean up any mess. Please ensure that they do not become a nuisance to other guests. Sorry, but dogs on the dangerous dog's register are not permitted. Where possible please ensure you bring your Pets bedding with you and or their travel cage. Please ensure your pet doesn't become a nuisance to others.

STANDARD OF BEHAVIOUR

All guests are expected to behave in a reasonable way and not do, or allow to be done, anything that in our opinion is detrimental to the quiet, safe, enjoyment of others staying here. Excessive noise and bad language will not be tolerated. We do not allow late night parties, loud music or anything that detracts from the peace and quiet of the area, and our customers enjoyment of it.

Anyone who does not abide by this policy after a reasonable request to do so will be asked to leave the complex and no refund of their holiday will be given.

CARS

We operate a maximum speed limit of 5 mph. So please drive carefully on site and be aware that a Public Footpath runs alongside our main driveway. All vehicles must be insured, taxed and hold a valid MOT certificate.

Parking spaces are provided at each cottage and are marked. There is an overflow and secure car park on site if needed. Please park in the bays marked for you cottage. If you have visitors please inform us so we can ensure they park in our overflow car park when necessary.

BBQ's... For safety reasons, no open fires are allowed and only BBQ's provided by us can be used. If a BBQ is required, with a deposit of £25, we will provide BBQ and utensils. Charcoal Bag is £5 extra. We will make a full refund if the BBQ is returned to us on your departure in a clean state and ready for re use. Please allow ashes to cool completely before disposal. Into the metal bin provided. Please use it responsibly given wind direction and consideration of other guests. NO BBQ's are allowed on our deck areas.

BIKES and SAFETY.

Please take care when using sporting equipment such as bicycles and skateboards and do so with due consideration for others and their own safety. The road to the front of the property can be busy occasionally with cars visiting the Fishery. Children must be supervised whilst on bikes etc.

Charging of Electric vehicles

If you have an Electric vehicle or Hybrid which need charging whilst you are with us please notify us in advance. There will be a charge per vehicle per day, depending upon its KW requirement. Please do not plug into the mains without permission.

GUESTS

Only guests declared on your booking form may stay overnight in the cottages. Please let us know of any day visitors so we can make parking arrangements if necessary.

REFUSE BINS

Are outside your cottage for your use or the green wheelie bins if they get full. We provide bin bags for all waste. Do not leave bags outside as they will be ripped open by the wildlife!

Fishing

There is Trout Fly Fishing available on site, with prior booking at our Fishing lodge. However, unless you are fishing, spectators cannot visit the lake area, due to safety reasons from casting as well as maintaining a quiet area for Anglers. You can see over the lake, from the public footpath which is a stunning spot and has amazing views, so call into the fishing Lodge and we can guide you.

WATER SAFETY

Please be aware we operate a Fishery, on site so, please keep an eye on Children and pets and be aware of the potential dangers of the pond and lake. Unless fishing, children cannot have access to the Lake.

TV

We offer a digital TV in each accommodation with DVD player.

Electrical appliances.

Customers are not permitted to use their own electrical appliances in our cottages.

Only phone chargers may be used.

DRONES/VIDEO. No drones are permitted to be flown on site or over our property and any video recording must be approved or agreed with us prior to uploading .

NO SMOKING A “No Smoking” policy operates throughout the cottages and deck areas

FIRE SAFETY

Please read the “In the event of fire” notices in each cottage and familiarize your guests with this as well as emergency exits and fire assembly pint and what to do in the unlikely event of a fire..

GARDEN AREAS

The communal garden areas are for the use of guests however we do not allow ball games, or the exercising of pets on these. There is a public footpath just off site which can be used to exercise your pets. For Ball games there is a fabulous beach 5 mins drive away or a football field in Penmaenmawr which we can direct you to.

WIFI

Our WIFI policy is displayed on our web site in our information folder in each cottage, or if you would like it in advance please ask. We provide access to the internet and although we do not have fibre broadband it has a reasonable speed of access for most browsing, although it may not support, the download of films and big data files.

BREAKAGES and CLEANING

As a guest you are responsible for any accidental or deliberate damage or breakages during your stay, so, please report any instances to us as soon as possible and we can arrange replacements or repair.

Accommodation left in a dirty state which requires a deep clean will be invoiced to the guest.

Please leave your accommodation as you have found it and please let us know of any breakages or damage. Minor breakages will not be charged if we are informed .

Complaints

Please notify us of any issue you may have with any aspect of your holiday as soon as possible, so that we can resolve the issue. We will always do our best to make sure your stay is safe and enjoyable.

Thank you for taking time to read through our Rules / Guidelines as they are here for your safety, information and enjoyment, and we hope you have a safe and enjoyable stay here with us at Graiglwyd Springs.

As the Principle, you are responsible for the conduct and behavior of your guests.

Tel 01492 622338. Email graiwlwyd_springs@hotmail.co.uk

SIGNED..... Date.....

In signing above, I acknowledge that I have read and understood the terms and conditions and agree to abide by them. I understand the cancellation policy and payment terms.