



## GRAIGLWYD SPRINGS HOLIDAY COTTAGES

### BOOKING CONDITIONS

Name	<input type="text"/>	Number of Adults in Party	<input type="text"/>
Address	<input type="text"/>	Number of Children in Party	<input type="text"/>
	<input type="text"/>	Number of Infants (under 3)	<input type="text"/>
	<input type="text"/> Postcode <input type="text"/>	Number of cars in Party	<input type="text"/>
Telephone	<input type="text"/>	Registration numbers	<input type="text"/>
Email	<input type="text"/>		<input type="text"/>

Graiglwyd is a family run business with 7 holiday 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 of cleanliness, with fresh linen and towels, plus tea, coffee and fresh milk awaiting you.

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

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).

[Please find following our 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 prior to booking.**

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.

All bookings made less than 4 weeks prior to the holiday starting must be paid for in full at the time of booking.

If however you book more than 4 weeks before the start of your holiday, a 25% deposit is payable, with the balance being due 4 weeks prior to 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 visit, although most insurers will not cover against [Covid 19](#).

With any booking cancelled 28 days before arrival, you will forfeit your deposit.

21 days before arrival. You will lose a further 25% (50% of holiday value)

14 days prior to arrival there will be no refund.

However, if we are able to re sell the holiday, we will refund the amount it sold for less a £50 administration/advertising fee.

Due to [Covid 19](#), any Government restrictions imposed which prevent you from visiting, will mean a full refund of your payment, or if you wish we can rebook your holiday.

#### COVID 19 OR COVID 19 SYMPTOMS

If you contract the disease, or have symptoms, you may not visit, however in this instance we will not offer a refund and our terms and conditions above apply. However, we will in this instance re book your holiday to another date if we are able to the same value.

#### ARRIVAL AND DEPARTURE TIMES

Your accommodation will be ready on your arrival date from 5 pm. On you date of departure it must be vacated no later than 10 am. We will pre arrange arrival times with you so we can meet you .

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## RULES AND GUIDELINES FOR YOUR STAY AT GRAIGLWYD

### PETS

Well trained 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, but use the roadway and public footpath access to exercise your dogs and do not allow them to use the lawn areas as a toilet where possible. 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 pet's 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 or wooden surfaces.

### 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. Currently guests from another household may not visit .

### REFUSE BINS

Each property has its own outside bin. Please bag all rubbish in the black bin bags provided. No loose rubbish should be deposited in the bins. Do not leave bags outside as they will be ripped open by birds !

### 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.

### 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. Phone chargers may be used, but please switch off chargers at the mains when not in use as some can overheat.

### DRONES/VIDEO

No drones are permitted to be flown on site or over our property.

### NO SMOKING

A "No Smoking" policy operates throughout the cottages and deck areas.

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# RULES AND GUIDELINES FOR YOUR STAY AT GRAIGLWYD

## 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 point 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

Free wifi is available to each cottage.

## BREAKAGES/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.

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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 behaviour of your guests.

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.

Tel 01492 622338. Email graiglwyd\_springs@hotmail.co.uk

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## BOOKING CONDITIONS COVID 19 SAFETY MEASURES

With **Covid 19** now part of our daily lives we have updated our holiday policy to ensure protection for you and your family whilst staying with us as well as safety measures for us, our staff and contractors.

Your cottage will be cleaned to an even higher standard, ensuring all touchable surfaces are thoroughly disinfected, the property aired, and individually cleaned by our team of cleaners all wearing fresh PPE per property. We have risk assessed every aspect of the cottage and your stay to ensure utmost cleanliness and hygiene.

We ask that you do your part in helping to lessen the spread of germs and ask you to please adhere to the following

1. If you are suffering from **Covid 19** at the time of travel or a member of your party is, please do not visit. See our terms and conditions regarding cancellation.
2. We strongly recommend that you bring, hand sanitiser, disposable gloves and masks with you when visiting.
3. On arrival we will meet with a nominated member of your party and only that person will be allowed to enter the property as we show them around observing social distancing.
4. Hand sanitizer will be inside the front door of each property; we ask that you use it each time you return from being out. There are also cleaning disinfectants and anti-bacterial handwash for you to use.
5. Please regularly open windows to air the property.
6. Bag all rubbish and use the wheelie bin provided outside your door.
7. Please, no loose rubbish.
8. Please observe a **2-metre rule** when outside on our complex from others.
9. Our garden area is there for your use, but it is important to maintain a safe distance from others. For now, we would prefer you to play ball or exercise pets off site.

### PRIOR TO LEAVING US

1. Prior to leaving you will need to place all of your sheets, quilt covers and pillow cases in bags provided, tie them and leave them in the bedroom. The bags are under each bed.
2. All towels will need to be bagged in the same way and left in a bathroom. This ensures no onward transmission of germs to anyone else.
3. On departure please leave all windows ajar to air the property.

**Whilst you are staying and you suspect that you have symptoms of Covid 19, you must inform us immediately by calling 01492 622338.**

We will agree a plan of action, but it may be safer for you to return home to self-isolate as per Wales Gov guidelines.

**Our office is open 9am to 5 pm daily at the Fishery.**

**Tel: 01492 622338.**

**Email: [graihlwyd\\_springs@hotmail.co.uk](mailto:graihlwyd_springs@hotmail.co.uk)**

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## HOW TO FILL OUT THE BOOKING FORM PDF

### Desktop and Laptop users:

To access the full functionality of the Owners Request Form PDF you must be using the current version of Acrobat Reader:

#### Adobe Acrobat Reader DC

If you do not have the current version of Adobe Acrobat Reader DC, please click the icon opposite to be directed to the Adobe Download Page.



If for any reason additional downloads are highlighted, please deselect these before downloading Acrobat Reader.

Alternatively please visit:

<https://acrobat.adobe.com/uk/en/acrobat/pdf-reader.html>

This will allow you to fill out your requirements and add your own digital signature to the PDF. When clicking on the signature field you will be asked to create a new Digital ID. Simply follow the instructions on screen to create your very own Digital ID.

Please save the PDF for your records and email the completed form back to us.

### Mobile users:

To add a signature to the PDF on your mobile. Click the commenting tool at the bottom of the screen (Middle bottom icon; Speech bubble and Pencil icon). Then click the signature tool (Bottom right icon; Pen icon). You will then be prompted to draw your signature and place it on the PDF.