



The Cottage
Upper Thurston Farmhouse,
Thurston Lane, Sardis,
Milford Haven, Pembrokeshire. SA73 1LD

01646-602672
cottage@upper-thurston.co.uk
www.upper-thurston.co.uk

Terms & Conditions

1. Introduction.

The following sets out the terms and conditions under which the Cottage, address above may be let. The document forms an agreement between the owner, trading as TRIASPIRATE Services & the individual making the booking (the lead guest).

2. The Lead Guest.

The lead guest –

- i. Accepts these conditions & is responsible for the behaviour of all members of the party.
- ii. Agrees to pay all fees in line with the Booking Confirmation document & the provisions of paragraph 4. Bookings & Payment.
- iii. Agrees to abide by the requirements set out in the Information Pack kept in the Cottage, together with any others that the owner may introduce from time to time.
- iv. Will let the owner know in advance of arrival, the number of occupants to be accommodated. That number shall not exceed 4 in any circumstances.
- v. Will keep the Cottage & all furniture, fixtures, fittings and effects in or on the Cottage in the same state of repair as found on arrival, & will leave the Cottage in the same state of cleanliness & general order in which it was found.
- vi. Will report & pay to the Owner the cost of any damage or breakages made during his/her stay. The Owner will make due allowance for normal wear & tear.
- vii. Will not himself or herself smoke or allow others to smoke inside the premises.
- viii. Will not be accompanied by any pets.
- ix. The Owner reserves the right to make a charge where guests have contravened the requirements set out in items vii & viii, above. Such charge will not exceed the additional costs incurred in cleaning the Cottage.

3. The Owner.

The owner will –

- i. Make the property available from 16:00 on the agreed day of arrival to 10:00 on the day of departure, subject to variations that may be negotiated with the lead guest in advance.
- ii. Ensure the property is clean & tidy & is furnished & equipped to the standard advertised on the web.
- iii. Ensure insurances are valid & all appliances & facilities comply with regulations.
- iv. Provide an online information pack that includes instructions for installed equipment. This can be downloaded from www.upper-thurston.co.uk/cottageinfo.pdf.

4. Booking & Payment.

- i. The owner will accept a provisional booking following an email or telephone conversation with the lead guest.
- ii. A deposit is required to secure a booking. Normally, this will be £200; the precise amount will be specified in the Booking Confirmation document.
- iii. The owner will email the lead guest attaching a Booking Confirmation document & a copy of these terms & conditions. This information will include the dates of arrival & departure, costs (deposit plus balance) & details of how to pay.
- iv. The booking will be held for 7 days. If by the end of this period no deposit has been paid the booking will lapse.
- v. Arrival of the deposit secures the booking. The owner will acknowledge receipt. From this point, until 4 weeks before arrival, the deposit is returnable.
- vi. 4 weeks before arrival the balance becomes due. The owner will contact the lead guest & request payment. Receipt will be acknowledged.

5. Cancellation.

- i. The deposit is refundable on request up to the point where the balance is due.
- ii. Should the lead guest need to cancel within 4 weeks of the arrival date, the owner has no reasonable chance to rebook, so payments are not returnable. Guests are recommended to check that their travel insurance covers this eventuality.
- iii. In the unlikely event of the owner cancelling a booking & being unable to secure alternative accommodation acceptable to the lead guest, all money paid will be returned, regardless of timing.

6. Disclaimer.

The lead guest or members of his/her party cannot hold the owner liable for any personal injury/death howsoever sustained where the owner has taken reasonable steps to prevent accident or injury &/or where caused by the fault of the person(s) affected or any member(s) of the party (including as a result of the inadequate supervision of children), &/or where caused by the fault of a third party, &/or where caused by an event that could not have been reasonably foreseen or avoided.