



## **Terms and Conditions**

When booking by phone or using the online enquiry form, please allow 48 hours for us to contact you to confirm the booking. Online enquiries will be dealt with in the order they are received, but please be aware that we can't guarantee your selected dates until we've confirmed them and received your deposit.

### **1. Booking and payments**

1.1 The dates of your booking will be held on receipt of a 20% deposit. The payment in full must be made 4 weeks prior to your arrival.

1.2 Once we've received your deposit we'll send a booking confirmation containing the details of your stay and of payments made and due. We're sorry for any inconvenience, but payments can only be made by booking online, by telephone or by bank transfer. We do not accept cash except in exceptional circumstances by prior arrangement.

1.3 Where a deposit has been paid, full balance payment will be due 4 weeks in advance of your arrival date and a reminder will be sent to you around that date by email. If you are unable to pay the balance before the stated due date, you will forfeit your deposit and your booking will be cancelled.

PLEASE NOTE THAT SEASONAL MINIMUM STAYS APPLY.

### **2. Cancellation**

2.1 Cancellation by you at any time up to 4 weeks before you travel and for any reason will result in your deposit (20%) being forfeited.

2.2 All payments are non-refundable within 4 weeks of the arrival date.

### **3. Alterations**

Alterations to your booking can be made up to 4 weeks prior to the check in date, subject to availability.

### **4. Complaints**

In the event that you have any complaint about your stay, please let us know as soon as possible – ideally in person before you leave so we can do our very best to resolve the issue at the time.

### **5. Pricing**

We aim to offer as fair a price as possible to all. Surcharges are payable for additional guests and additional equipment such as our bell tent. We rarely offer discounts – when we do these will be published on our website and social media channels. Please don't ask for discounts outside those publicised –our prices are fair and reflect the quality of the accommodation on offer.

6. Electric vehicle charging



We have installed an EV charger for our customers' use. Electricity will be charged at the current rate from our electricity provider. Guests may be required to share the EV point and are asked to accommodate each others' needs.

## **7. Information**

Information on the website is correct to the best of our knowledge, but circumstances outside of our control may cause minor temporary inaccuracies. We apologise for any inconvenience that may result from this.

## **8. Liability**

We accept no liability for accident, loss of property or personal injury whilst on your stay.

The use of the river, sauna, fire pit, tree-climbing and any other activity on our land is your responsibility and is done so at your own risk. We accept no liability for damage to vehicles from our track which is untarmaced and may be potholed at times. If your vehicle has limited ground clearance please let us know when you book and we will arrange for you to leave your car in a safe place within walking distance and we'll transfer you & your belongings in our vehicle.

## **9. Pets**

Pets are not permitted.

## **10. The Holiday – Conditions of occupancy and Conduct**

**10.1** You have the right to occupy the Property for the paid for holiday period only (within the meaning of Schedule 1 Paragraph 9 of the Housing Act 1988) from 6pm on the day of arrival until 10am on the day of departure.

**10.2** You undertake to leave the property in a similar state to that in which you find it. Accommodation must be left tidy, beds stripped with linen left folded on the bed, and the washing up done and put away. If the property is left dirty or damaged, we reserve the right to charge for repairs and for additional cleaning at the rate of £20 per hour.

**10.3** Please don't play music outdoors and keep noise to a minimum after 9pm.

**10.4** All accommodation is non-smoking – if you smoke outside, please dispose of butts and matches safely in the bin.

**10.5** Due to risk of fire please don't use candles inside the shepherds' huts.

**10.6** A basket of firewood and kindling is supplied at the start of the holiday. Additional firewood is charged for and is operated on an honesty policy. If you use extra firewood, please leave the money in the tin before you leave.

**10.7** Please behave in a proper, appropriate and legal manner with due respect to us, our property, other guests and their property, and our neighbours and their property. If any guest behaves inappropriately or improperly (of which we will be the final judge on our property), or illegally, we reserve the right to ask them and their party to leave the property before the end of the holiday period. Any refund for so doing will be at



our entire discretion . In addition, we reserve the right to sue the guest for any loss, damage or injury caused to us, our property or to other guests and/or their property.

### **11. Breach of Booking Conditions**

11.1 If there is a breach of any of these conditions by you or any of your party, we reserve the right to re-enter the property and end the holiday and ask you and your party to leave.

11.2 Ending the holiday by either us or you does not affect that party's other rights and remedies.

### **12. Governing Law and Jurisdiction**

Any dispute will be governed by the non-exclusive law and jurisdiction of the Welsh Courts.

### **13. Authority to Sign**

When confirming your booking and paying a deposit or in you certify that:

- a. you are authorised to agree the Booking Conditions on behalf of all persons included in the booking, including those substituted or added at a later date;
- b. you agree to take responsibility for the party occupying the property, and to notify us if you are not a member of the holiday party.

### **14. Validity clause**

In the event that a court finds that a condition in these Booking Conditions is illegal or void, the illegal or void provision will be severed from the remainder of the Booking Conditions, which will continue to be valid and have full force and effect.

### **15. Force Majeure**

*Snowdonia Glamping Holidays are not liable for refunds or expenses you incur in the event we are prevented from fulfilling your Booking as a result of circumstances beyond our control. Such circumstances shall include (but will not be limited to) war, terrorism, serious crime, industrial action, flooding, natural disaster, epidemics or such similar events ("Force Majeure").* **We recommend that you have adequate holiday insurance in place to cover this.**