**DOGS LOVE HOLIDAYS**

**Terms & Conditions**

**For ‘Save Our Seized Dogs’ Prize**

**Booking**

The prize is for a 7 night stay at Cwmbiga Bach Cottage at Dogs Love Holidays for a maximum of 4 adults and 4 dogs. Arrival date is Saturday 18th May, 2024 departing on Saturday 25th May, 2024. Check-in Times to be confirmed prior to your stay. Pre-arrival information will be emailed 8 weeks prior to your stay.

All facilities provided as per our website and Terms and Conditions.

The winner of the prize will be contacted by Dogs Love Holidays to confirm that the cottage and facilities are suitable for them and their dogs. Dogs Love Holidays reserve the right to refuse a booking if the facilities are not deemed suitable for you or your dogs. No alternative will be provided. If in doubt of the suitability, please contact Dogs Love Holidays direct at: contact@dogsloveholidays.com

The person named on the booking form will be considered the ‘lead booker’ and our contract will be with that person only. It is the lead booker’s responsibility to ensure that all members of their holiday party are aware of our Terms and conditions. The booking can be transferred to another person but only by agreement first with Dogs Love Holidays.

A £250 refundable security/damage deposit will be required 7 days prior to your stay and is payable via BACS. The security deposit will be refunded by BACS to the lead name on the booking form within 48 hours of departure and/or on receiving the bank details to enable us to do this. This refund is on provision, according to our Terms and Conditions, that we have not had to deduct any costs for breakages or damages or additional cleaning to the cottage, the surrounding premises and its facilities.

The contract between the lead booker and Dogs Love Holidays begins upon the return of the completed Booking Form and subject to payment of the Security Deposit, both of which constitutes an acceptance of our Terms and Conditions.

It is your responsibility to check the booking confirmation and notify us of any errors immediately.

You will be sent a reminder of when the Security Deposit is due along with payment details. Receipt of your Security Deposit will be acknowledged by us via email. If payment is not made by the due date or you do not contact us, your holiday dates will be treated as a cancellation and re-allocated.

We reserve the right to decline a booking.

If you are in breach of our Terms and Conditions at any time during your stay, you will be instructed to leave and it will be deemed that your holiday has been cancelled and you will not be entitled to any refunds or compensation.

**Payment Methods**

All payments can be made via BACS using Internet Banking. Our bank details will be provided in the booking email that will be sent to you.

**Cancellations**

**Cancellations or alterations to your booking by us:**

Occasionally bookings may have to be changed or cancelled by us due to unforeseen circumstances or reasons beyond our control, for example fire, flood, exceptional weather conditions, destruction/damage to the property or personal circumstances (“force majeure”). Should this occur, we will contact you as soon as is reasonably practicable to inform you of the situation and provide you with an alternative date.

If we need to terminate your holiday early during your stay due to unforeseen circumstances or reasons beyond our control, no financial compensation, expenses or costs will be given.

**Additional Guests**

The maximum capacity of the cottage is 4 adults. No-one other than those named on the booking form may sleep at the Cottage. If you wish to add additional guests up to the maximum capacity following booking, then please inform us prior to arrival. If you arrive with more guests than our maximum capacity or has been agreed, they will be asked to leave immediately, and you will be considered in breach of our Terms and Conditions.

**Children**

Please note we only accept bookings for adults, no children.

**Dogs**

* All dogs staying at the Cottage must be disclosed on the booking form and relevant information provided as requested. Only those dogs disclosed on the booking form may be brought onto the property. Any additional visiting dogs/friends must first be agreed with us before they will be allowed onto the property.
* If you wish for your dog to sleep on your bed you are required to provide your own bedding.
* Dogs must not be left unattended in the Cottage, garden or surrounding land on the property at any time.
* Please ensure your dog(s) are up to date with parasite treatments – natural remedies are acceptable. If your dog is suffering with a contagious condition such as fleas or kennel cough etc they must not, under any circumstances, be brought onto the property. If it becomes necessary to close the cottage due to flea infestation you will be liable for the cost of treatment to deal with this, as well as the loss of income resulting in having to close the Cottage, until such time as it is deemed safe to let again.
* Pet sitting and Dog Training services are available at an hourly rate, bookable during your stay and subject to availability.
* We will be as flexible as possible to ensure that we meet all visiting dogs’ individual needs, but to do so we require you to complete the relevant sections on the booking form.
* We do not impose specific ‘House Rules’ for our visiting dogs but request that guests are respectful of the Cottage and its surrounding land and abide by any signs and instructions around the property. These are there for the privacy, comfort and safety of all guests and their dogs, as well us, our pets and our visitors. This includes picking up of all dog faeces and disposing of it in the dog bin provided.
* It is your responsibility to keep your dog under control at all times whilst on our property.
* Whilst the property is stock fenced and gated, this is not checked regularly, and Dogs Love Holidays will not be liable should your dog escape from the property or our surrounding land.
* The lower paddock fencing is a minimum of 6’. Occasionally wildlife can dig under the fencing and although we check the fencing in this particular paddock regularly and secure any gaps found along the fence line, we ask guests who have any concerns about the security of the fencing to do their own checks prior to letting their dogs off lead in here. Some dogs are master escapees, and we cannot be held liable for any dog that may escape. We are happy to provide photos and/or video footage of the paddock and garden fencing if requested, in advance of your stay or prior to booking.
* We will meet with your shortly after your arrival to show you around the land surrounding the property and request that all dogs are kept on lead until then. After this, it is your responsibility whether you consider your dog is safe to be left off lead in the various areas of the property.
* Use of our private land, including the paddocks, woodlands, stream and pond are used at your own risk.
* Guests must adhere to any warning signs or requests to avoid specific areas.

**Dogs must be supervised at all times both inside an outside the property.**

**Authorized Access to the Cottage Driveway**

Hafren Forest is a working Forest and there is potential for occasional access by National Resources Wales to enter the Forest to carry out routine maintenance via the cottage driveway. There are signs for gates to be kept closed and access is usually by vehicle rather than on foot and when possible, we will pre-warn our guests of such use.

Very occasionally we allow authorised access to the Forest via the driveway to certain users but on these rare occasions, guests will be informed in advance so that they can take the necessary precautions to secure their dogs if needed.

**Footpath**

Guests will have been made aware at the time of booking that there is a rarely used footpath across the cottage driveway leading out alongside the pond and into the Forest. There is a legal requirement for us to provide way markers on this path although we would like to reassure guests that the likelihood of this path being used by anyone is slim. This does not interfere with the use of either of our paddocks or our upper woodland which are not near the footpath and are separately fenced.

**Internet**

We provide free Fibre internet for our guests, however, due to our isolated position, it can occasionally be interrupted, and we cannot be held responsible for this. You agree to reasonable and lawful usage of this service and accept that, if WiFi is not available due to a fault from a supplier or a power cut, you will need to use your own data and we will not be held responsible for this.

**Cleaning / Breakages / Damage**

When we hand the cottage over, it will be clean and in good order. Please leave it as you found it. We are sure that you will respect the property and its contents, but we recognise that accidents happen. Breakages and damage (including damage caused by pets) other than normal wear and tear will need to be paid for, but only at cost. Please inform us of any damage/breakages immediately so that we have time to rectify these prior to our next guests’ arrival.

Any repairs, replacement, or additional cleaning costs that may be necessary following your stay, will initially be deducted from the £250 Security Deposit. Any costs over and above this amount you will be legally bound to reimburse Dogs Love Holidays for.

Should the cottage be left in a condition where additional cleaning is required above and beyond what it reasonably to be expected following your stay, then an additional charge will be made at £25 per extra hour needed, plus any other necessary associated costs.

**Right of Entry**

We reserve the right to enter the Cottage for the purposes of inspection or to carry out any necessary repairs or maintenance. Whenever possible we will give prior notice to guests to agree a convenient time to enter the Cottage. In the case of emergency maintenance repairs, such notice may not always be possible.

If we are concerned that guests are breaching our Terms and Conditions at any time during their stay, we reserve the right to enter and inspect the property at any time without prior notice. If guests breach our Terms and Conditions, we reserve the right to terminate their booking and instruct them to leave. No refund of any monies paid will be given in these circumstances.

It is the responsibility of all guests to secure the property when not present, including shutting all windows and locking external doors. Owners will not be held responsible for any theft or damage caused by break-ins if guests have not secured the property when left unattended.

**Electric Vehicle Charging**

Charging from a 13amp socket is not permitted at the property. Please speak to us about alternative charging options for your EV prior to your stay.

**Liability**

As far as the law allows, Dogs Love Holidays will not be liable for any damage, loss or injury to you or any of your party or your/their property or vehicles as a consequence of this agreement or the occupancy. You indemnify Dogs Love Holidays against loss, damage or injury sustained to the property or any persons as a result of any breach of these conditions or arising from the fault of you or any member of your party.

ACCURACY OF DETAILS: The website is as accurate as possible but cannot be guaranteed, nor do the descriptions form any contract. Whilst every effort is made to ensure the accuracy of the images and property description, the facilities and services may alter. We reserve the right to alter or improve any of the details without notice.

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