



## Glansevin Mansion

Llangadog, Carmarthenshire SA19 9HY

### Terms & Conditions

#### **The Client**

The client is the person making the booking and by making any booking with us, you confirm that you accept these terms and conditions and agree to comply with them.

#### **The Contract**

This contract is made between Camben One Limited t/as Glansevin Mansion and the Client. All bookings made are subject to the conditions herein. The client cannot sublet or sell places to individuals without written permission from Glansevin Mansion. In the event it is found this is the case the booking will become void and deposits will be forfeit.

#### **Payment**

Payment must be made by BACS transfer. Please see security deposit below.

#### **Deposit**

A non-refundable deposit equal to 30% (thirty percent) of the total tariff is required to secure any booking, except where the first day of the Client's stay is less than 12 weeks (84 days) away, in which case full payment should be made.

#### **Balance of Payment**

The balance is due 12 weeks prior to arrival. Bookings made within 15 days of the first day of hire, must be paid with cash upon arrival.

#### **Security Deposit**

Two weeks prior to arrival, the sum of £1000 will be required from the client or their party as security against damages or breakages during the period of hire. This will be refunded within 14 days of your return, less any costs incurred. Payment can be made either by cheque or bank transfer. This needs to be sent as a separate payment.

#### **Confirmation of Acceptance**

A confirmed booking will be made on receipt of payment (30% deposit). A confirmation letter in respect of that booking will then be forwarded by email. Any error in these details should be notified to us within 3 working days of receipt. Any balance of charges not received by us on or before the due date will be treated as a cancellation of the contract by the client.

#### **Risk Assessment**

In order to comply with fire regulations we require all clients to complete the list of names of guests staying in Glansevin on this form before arrival at the property. Please confirm that you have read the Health and Safety Policy for our property which is available on our website under FAQs – Health and Safety.

## **Cancellation**

Any cancellations by the Client must be made in writing and should be sent by recorded delivery. The date from which the cancellation applies will be the date on which the cancellation notice is received by us.

## **Charges**

Clients failing to arrive within 24 hours of the first day of hire and having omitted to inform us of their delay shall be considered to have cancelled their booking. There will be no refund. The following table indicates the number of days cancellation notice given, prior to the first day of hire, with the corresponding amount payable to Glansevin:

- **over 56 days: full deposit (30%)**
- **29 - 56 days: 50% of total rental cost**
- **15 - 28 days: 75% of total rental cost**
- **0 - 14 days: 100% of total rental cost**

## **Period of Hire**

The hire period commences at 4pm on the first day of hire and terminates at either 10am or 4pm on the last day of hire, except where otherwise agreed. (Occasional early entry is possible from midday on agreement with venue manager/ representative). Any significant delay in arrival should be notified to us in order that arrangements can be made for entry into the accommodation. We reserve the right to make a charge where there is a delay in the Client vacating the property on the last day of hire. There will be a £100 per hour (or part thereof) charge for late departure unless specifically agreed with the venue manager or representative.

## **Property Care**

The Client or their representative will be informed on arrival how the property should be left upon departure (there are also instructions in the bedrooms). We ask that guests do a basic clean. If guests fail to do this (e.g. emptying rubbish bins, putting furniture back that's been moved, and washing up), the housekeeping team's time to remedy (£15 an hour plus VAT) will be taken from the Clients' Security Deposit. If for any reason a more stringent clean is required we will pass on the costs incurred.

## **Damage**

In the event of breakages or damage to the property and/or its contents, gardens and shrubs caused by the Client or any member of his party, full payment is required for the actual cost of replacement or repair by the Client.

## **Linen**

Bed linen and a towel for each guest is included in the price quoted, along with hand towels in bathrooms. Child camp beds are also made up ready on request. Whilst 3 cots are provided at no extra charge, clients must provide their own cot linen/bedding. We ask that you DO NOT strip the beds on vacating the property, our housekeeping staff will do this.

## **Dogs**

Dogs are allowed in the property on request and charged at £45 per stay at a maximum of three dogs per stay. Guests are to inform the venue manager when booking if they would like to bring dogs. Guide dogs for the blind may be accommodated subject to notification being given to us at the time of booking, and no charge is made for guide dogs. If evidence of a dog is found within the property without prior warning or payment, the Client will jeopardise the return of the Security Deposit. Please note dogs are allowed in the mansion only, downstairs,

and not in the bedrooms.

### **Smoking**

As a courtesy to all guests, smoking is not permitted within the properties.

### **Occupancy**

The number of guests occupying the property must not exceed the maximum number stipulated by us. Should this condition not be observed, the Company reserves the right to refuse entry to any or all guests within the party. If evidence is found that more than the number booked (maximum 42) in the Mansion have occupied the property without prior consent, the Security Deposit shall not be returned.

### **Music/Noise**

We regret that amplified sounds, live music and PA systems are not permitted in the grounds after 11.30pm. Fireworks and Chinese paper lanterns are not permitted. If evidence is found that this is not adhered to, the Client will jeopardise the return of the Security Deposit.

### **Alcohol**

There is no premises licence at Glansevin for the sale of alcohol, so if you wish to have a pay bar during your event, you will need to apply for a temporary event notice, which needs doing at least 2 weeks prior to your event.

### **Non-availability of property**

If, for any reason beyond the owner's control (e.g. fire, flood damage to the property) the property is not available on the date booked, every effort will be made to find alternative accommodation. In the event that this is not possible all rent and other charges paid in advance by the client will be refunded in full, but the applicant shall have no further claim against the owners or our agent. We are not liable for "acts of God" that prevent the client from travelling to the property (e.g. Flooding in local area), or travel arrangements that have made it impossible to reach the property.

### **Complaints**

Any complaints should be notified promptly in person to us or to our representatives in our absence, and we shall, at all times endeavour to deal with any complaint promptly. Should the nature of the complaint be serious then written notifications should be posted to the company within seven days of the last day of hire.

### **Liability**

Camben One Limited, our employees and representatives shall not be liable to the Client or third parties for loss or damage to persons or property howsoever arising during their stay.

### **Right of Entry**

For the undertaking of necessary repairs, maintenance or inspections, we have the right of entry to the property at all reasonable times. Prior notice will be given to the Client wherever possible and privacy will be respected at all times. We reserve the right to terminate a booking any time that these conditions are not kept in full.

**Name:** .....

**Address:** .....

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**Contact no:** .....

**Email:** .....

**Dates booked with Glansevin Mansion:** .....

**Number of nights:** .....

I have read the booking conditions and agree on behalf of all the persons named to abide by these conditions

I agree on behalf of all the persons named to observe local Welsh COVID measures & restrictions and confirm

none of the above persons have prior to arrival had symptoms of COVID or are presenting with symptoms I

agree to be held responsible for the full payment due for the hire of the property

I agree to leave the property in the condition in which it was found and to be held responsible for

any breakages or damage and consequential loss

Signed

Date



