



BRYN TANAT HALL

## **Terms and Conditions**

### **For Bryn Tanat Hall**

#### 1. THE CONTRACT

1.1 The contract entered into is between Bryn Tanat Hall (The Owner) and the person making the booking (The Hirer).

1.2 The contract is not effective until the required payment has been received and confirmation sent from the Owner to the Hirer.

#### 2. BOOKING

2.1 Bookings cannot be accepted from:

- a. Persons under the age of 18 years
- b. Parties where the majority of members are less than 18 years (except supervised groups)

2.2 The number of persons occupying the property must not exceed the maximum 28 as stated in the current property description. The Owner can extend this number with discretion. In the event that a larger number is agreed this will be done in writing by the Owner.

2.3 The person who makes the booking (the Hirer) will be responsible for all persons included in the booking and should ensure that they are aware of the booking conditions.

2.4 The Owner reserves the right to decline any booking or refuse to hand over a key to a person who has not complied with the booking conditions.

2.5 All online bookings are provisional until confirmed in writing by The Owner.

When you submit a booking via our online reservations system you will receive an automatically generated summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.

#### 3. RESERVATION

3.1 Provisional reservations can be accepted and must be confirmed within 7 days by the receipt of the required deposit.

3.2 Provisional reservations will be cancelled after 7 days without further reference.



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3.3 To secure a reservation:

a. Complete the online booking form

b. The Hirer will arrange payment of the required deposit of 20% of the total booking amount to the Owner by debit card using the secure Sage Pay online booking system or by bank transfer. Please note that the required deposit may vary for seasonal reservations.

c. Pay the balance of the cost 12 weeks before the holiday is due to start (it should be noted that reminders are sent out prior to the balance payment).

3.4 The balance payment due 12 weeks prior to arrival will be transacted by debit card or bank transfer.

3.5 If the balance is not received within the time specified the Owner reserves the right to cancel the booking and retain the deposit.

3.6 Bookings made within 12 weeks of the start of the holiday require payment in full at the time of booking.

3.7 A security deposit of £500.00 is payable with the balance payment 12 weeks prior to arrival. The deposit is held in the event of any breakages, damage, lost items or fumigation if smoking has taken place in the Hall. The deposit can also cover any cleaning required should the Hall not be left clean and tidy and in a similar condition in which you find it. A full refund to the card details given will be made within 7 days if there is no damage to Bryn Tanat Hall or contents. This deposit also covers damage caused during the occupancy but damage in excess of £500.00 is still the responsibility of the Hirer.

3.8 Completion and return of the Guest Registration form which will be included within the Bryn Tanat Hall Welcome Information is required 14 days prior to arrival.

## 4. CANCELLATION

4.1 Once a booking is confirmed the Hirer is responsible for the total cost of the holiday.

4.2 Where the Hirer gives credit card details to the Owner in order to guarantee a booking or in order to make a payment of a deposit then it is agreed between the parties that in the event of cancellation by the Hirer the Owner may debit the Hirers credit card with the full amount of the holiday less an allowance for any deposit already received.

4.3 It is recommended that the Hirer purchases Holiday Cancellation Insurance which covers group bookings as opposed to individual cover. This means that if one person in the group has to cancel due to an insured event, which in turn leads to the whole group cancelling the holiday, then the whole cost of the holiday would potentially be refunded, whereas standard travel



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insurance often only covers an individual and not the whole group and therefore only a portion of the cost of the holiday would be refunded.

### 5. BOOKING ALTERATIONS

5.1 Any change by the Hirer in holiday dates will be subject to agreement of the Owner.

5.2 Any request by the Hirer for transfer of the booking to another property will be treated as a cancellation of the original reservation.

5.3 If, for reasons beyond its control, the Owner has to cancel arrangements made for the Hirer, the Owner will make every effort to offer an alternative property, if one is available.

5.4 If the Hirer does not accept the alternative offered, or if there is no alternative to offer, the Owner will return to the Hirer all monies paid, where upon the Owners liability will cease.

5.5 If the Owner has to terminate the holiday early, for reasons beyond the control of the Owner, the Hirer will be refunded that part of the booking fee based on the time remaining of the booking. No additional compensation, expenses or costs will be payable.

5.6 Bookings are not transferable to persons other than those named on the booking form, except by agreement with the Owner.

### 6. DAMAGE, LOSS and NUISANCE

6.1 The Hirer agrees:

a. That the supervision of children and any adults requiring care remains the responsibility of the Hirer at all times

b. That children under the age of 10 will not play on the snooker table and will not be left in the snooker room unsupervised.

c. To be responsible for leaving the accommodation in good order and clean condition, or otherwise a charge will be levied. The Hall leaving cleaning service will be invoiced at a cost of £100.00.

d. To pay for any damage however caused excluding reasonable wear and tear incurred during occupation

e. Not to cause nuisance or annoyance to the occupants of nearby properties

f. The Hall has an entertainment licence and by the terms contained therein you agree to cease all outside activity by 10pm



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g. That hi fi's and other amplified music systems are not allowed outside

h. That the terrace room doors will be closed by 10.00pm when hi-fi's and other amplified music systems are in use inside the Hall.

i. To allow reasonable access to the property by the Owner or Housekeeper if it is deemed necessary.

j. To pay a key and lock replacement charge of £100.00 for any keys to the property lost during the stay.

6.2 If in the opinion of the Owner any person is not suitable to continue their occupation of the property because of unreasonable behaviour damage or nuisance to other parties, the contract may be treated by the Owner as discharged and the Owner may possess the property immediately. The Hirer will remain liable for the whole cost of the hire and no refund will be due.

6.3 The Hirer agrees to observe the rules displayed in the area of the snooker room, games room and hot tub and changing rooms.

6.4 That smoking is not permitted in Bryn Tanat Hall, the spa area, gym, games room or any other building or their doorways. If this condition is breached a deep cleansing charge of £100.00 will be imposed.

### 7.0 ACTIVITIES and SERVICES

7.1 Bryn Tanat Hall offers a number of activities and catering services. All other external activities to take place at the Hall other than those offered by the Owners require prior consent. Third party catering is not permitted at the Hall.

7.2 Under no circumstances are bicycles to be stored inside the Hall; this will automatically forfeit the damages deposit. Please inform the Owners in advance of your holiday if you are bringing bicycles and provision will be made for their storage.

7.3 Chinese lanterns, drones and kites are strictly not permitted at Bryn Tanat Hall.

7.4 Fireworks. If you are planning a fireworks display at Bryn Tanat Hall you are required to consult the Owner in advance for where and within what hours this can be undertaken. Under no circumstances can fireworks be discharged on the terrace, riverside lawn or west lawn.

7.5 Candles. Non drip candles only are permitted for use in the Hall; these can be supplied by the Owner. Tea lights are permitted in appropriate holders only.

7.6 The use of sellotape and re-usable adhesives such as blu-tak are not permitted. Damage caused by such materials will incur a repair charge.



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7.7 Ball games are not permitted on the terrace, west lawn or courtyard. Designated areas for ball games are the riverside lawn, sports court and extensive parkland opposite the lime avenue.

7.8 BBQ. The Hall has a Weber BBQ, kept as new, available for hire upon request from May until September at a cost of £40.00 to include gas, tools and after use cleaning. This is the only BBQ we allow on site.

### 8. OCCUPANCY

8.1 The maximum occupancy is 28 guests (including children). A charge of £250.00 will be levied if the maximum occupancy is exceeded. Day guests are welcome by prior arrangement with the Owner and must vacate the Hall by 10pm.

8.2 For 3, 4 and 7 night bookings occupancy shall be from 4.00pm on the day of arrival to 10.00am on the day of departure. For 2 night bookings occupancy shall be from 4.00pm on the day of arrival until 4.00pm on the day of departure. Variations to this are only with prior written consent with Bryn Tanat Hall, the Housekeepers have a limited time to prepare the property for the next guests and you are kindly asked to respect this).

### 9. DOGS and PETS

Dogs or pets are strictly not permitted at Bryn Tanat Hall.

### 10. DESCRIPTION

10.1 Whilst the Owner makes every effort to ensure the accuracy of descriptions, these are inevitably subjective and are for guidance only. If there are any points of particular importance please contact the Owner to clarify information.

10.2 While the Owner has taken all responsible steps to ensure that the information contained in its brochures, tariffs, websites and advertisements are accurate the Owner reserves the right to alter, substitute or withdraw any service, facilities or amenity.

### 11. LIABILITY

11.1 The Owner cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, heating, electrical services or exceptional weather.

11.2 No responsibility is accepted for loss or damage of property, vehicles or vehicle contents belonging to the Hirer or any member of the party during their occupancy.



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11.3 If The Owner is requested to return items left at the Hall a minimum charge of £25.00 will be applicable.

### 12. COMPLAINTS

12.1 If in the opinion of the Hirer there are grounds for complaint, it is the duty of the Hirer to take it up with the Owner immediately or as soon as reasonably possible and in any event before departure to allow remedial action to be taken.

12.2 It is specifically agreed that failure by the Hirer to notify the Owner of any complaint in accordance with the timescale set out in clause 11.1 will entitle the owner to refuse to entertain the complaint, irrespective of merits.

### 13. WAIVER

The failure of the Owner to enforce or exercise, at any time, or for any period of time, any term of, or any right pursuant to this Agreement does not constitute and shall not be construed as a waiver or such term or right.

### 14. LEGAL PROVISIONS

14.1 The construction, validity and performance of this Agreement are governed by the law of England and the parties agree to submit to the jurisdiction of the English Courts.

14.2 The Hirer agrees that the contract with the Owner is made at the Owner's premises and that any proceedings between the parties shall be conducted in the County Court nearest to the Owner.

14.3 Clause headings are for convenience only and do not form part of or affect the interpretation of this agreement.