

UK2 Travel

Jackdaws Nest

Booking Terms and conditions

Please read carefully, by signing your booking authorisation form you are agreeing to the below terms and conditions.

Your holiday-let will be arranged through UK2 Travel Ltd, trading as UK2 Travel and/or Jackdaws Nest. We are a limited company, registered in England and Wales, our registered company number is 7687592 and address is 8 Bangor Road, Conwy, LL32 8BT. These booking conditions form the basis of your agreement with UK2 Travel Limited, and apply only to holiday-let arrangements which you book with us in the UK and which we agree to make, provide, or perform as part of our agreement with you. If any part of these booking conditions proves to be invalid or unenforceable, the rest of the conditions will still apply.

(1) Booking confirmation

On making a booking you guarantee that you have the authority to accept and do accept on behalf of all members of your party (known as holidaymakers), the terms of these booking conditions. The first named person on the booking will be the 'lead guest' and will be responsible for making all payments due to us including any amendment and cancellation charges. He/she must be at least 18. This agreement is made on the basis that the property ("the Property") is to be occupied by the holidaymakers for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Holidaymakers acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.

Group bookings of single sex parties are not allowed unless special arrangements are pre-made. (Extra deposits may be required). Any pets you intend to take with you should be declared at the time of booking, please refer to (9)

After we receive your instruction to book, verbal or written, and appropriate payment received, we will issue a booking confirmation within 7 days. Our contract with you is made when we accept your holiday-let booking instruction and payment is taken, this binding arrangement will come into existence subject to all terms and conditions as soon as confirmation is sent to you (not received). Should you book within 7 days of departure where there is not enough time to issue a booking confirmation, normal terms and conditions apply. All changes are subject to amendment charges. If you chose to pay by credit card a % charge will apply to the sum being paid. We reserve the right to refuse your booking, if we do we will refund any money already paid to us.

Please Note: All descriptions on the website are made in good faith. Every care is made to ensure accuracy, however, advertised information and prices may have changed from that quoted to you, to when you actually make your booking. You must therefore ensure you check all details of your chosen date/let (including the price) with us at the time of booking.

(2) Payment

In order to confirm your chosen date you must pay a deposit of 30% of the full amount, (or the full cost of your holiday let if booking within 12 weeks of your required date). The balance of your holiday-let/arrangements including any charges is due 12 weeks before your confirmed date. If we do not receive your payment in full and on time, we reserve the right to treat your holiday-let as cancelled by you, and re-advertise/let the accommodation; in which case cancellation charges set in clause (4) will become applicable.

(3) Prices

We reserve the right to increase the cost of un-sold arrangements and correct errors made in advertised prices and quotations. You must re-check the price of your arrangements at the time of booking.

(4) Changes and cancellations by you

If you need to make any changes to your confirmed holiday-let or arrangements, you must request the change as soon as possible and confirm your request in writing. Whilst we will try to assist, we cannot guarantee that your amendment request will be available. Where your change can be met, amendment fees may be charged (normally £20 admin charge plus relevant difference in cost). Changes to a booking can only be requested by the lead guest. Amendment charges will not be refunded should you subsequently cancel your booking.

If you need to cancel any confirmed arrangements, the lead guest must immediately advise us in writing. Your notice of cancellation will take effect when written instruction is received at our office; it is your responsibility to ensure and confirm we have received your written instruction; we will levy the following cancellation charges.

| Period before departure within which written notification is received by us | Cancellation charge |
|--|------------------------------------|
| Prior to 70 days | Total loss of deposit. |
| 69 – 28 days | 50% of total holiday-let cost. |
| 28 – 07 days | 80% of total holiday-let cost. |
| Less than 7 days | 100% of the total cost of booking. |

You may be able to reclaim these charges (less any applicable excess) under the terms of your insurance policy.

(5) Insurance

You MUST take out fully comprehensive holiday insurance. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. You are responsible for indemnifying us in full in the event that we incur any losses or expenses arising out of your failure to take out adequate insurance cover. We advise that you should seek insurance cover immediately after giving your booking instruction.

(6) Changes and cancellations by us

We reserve the right to make changes to correct errors in holiday-let details both before and after bookings have been confirmed. We also reserve the right to cancel confirmed bookings where you have failed to make payment on time or due to circumstances beyond our control. In the event of the accommodation becoming unavailable (such as fire or flooding), we will endeavour to provide suitable alternative dates or will refund all monies paid or a proportion in the case of curtailment. We cannot however pay any compensation or expenses as a consequence of such an event. We regret we cannot recompense any costs, losses or expenses incurred by you as a result of any change or cancellation e.g. (and not limited to) flights, transport costs etc.

(7) Liability

We will not be responsible for any injury, illness, death, loss, damage, expense, cost or other claim of any description whatsoever which results from; the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or - the act(s) and/or omission(s) of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable.

We will not accept responsibility for the quality/content of services or facilities which do not form part of our agreement; for example any excursion you book locally, or any service or facility which is recommended in any literature advertised within the property.

The Holidaymakers shall keep the Property and all furniture, fixtures, fittings and effects in or on the Property in the same state of repair as at the commencement of the holiday, and shall leave the Property in the same state of cleanliness and general order in which it was found. All items to be found in Jackdaws Nest e.g. ornaments, linens, artwork, etc. are the property of UK2 Travel and are not to be treated as complementary (apart from those contained in the welcome pack) The Holidaymaker must report and pay to UK2 Travel/Jackdaws Nest the cost of any damage or breakages made during their holiday occupancy. UK2 Travel/Jackdaws Nest reserves the right to make a charge where guests have contravened the non-

smoking policy. (In order to comply with the Unfair Terms in Consumer Contracts Regulations 1999 the amount of such a charge should not be more than the cost of the cleaning.) The Holidaymakers right to occupy the Property may be forfeited without compensation if:- More people or pets than declared at the time of booking and/or the number the Property holds, attempt to take up occupation. Overnight guests are entertained without express permission. Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance.

(8) Behaviour

If we or any other person who is in authority is of the opinion that you or any member of your party is behaving in such a way that could damage property, fixtures and fittings, we will be entitled to terminate the holiday let for the entire party. No refunds will be made and we will not pay any expenses or costs as result of the termination or responsible for meeting any claims subsequently made against us.

(9) Dogs

Guests wishing to bring their dog to Jackdaws Nest are more than welcome, we recommend no more than 1 medium size dog or at the most 2 smaller dogs. We ask dog Owners to observe the following rules (failure to do so may result in you being asked to leave without compensation).

Dogs must be under strict control at all times while in the property.

The owner must bring the dog's bed or basket for sleeping in.

Dogs **MUST NOT** be left alone in the property or elsewhere at any time.

Dogs **MUST NOT** lie on beds or furnishings, and hair must be completely cleared before departing.

Dog owners must ensure that their pets are free from parasites and fleas before they occupy the property. Failure to do so will incur subsequent charges.

Any damage (which must be reported immediately) or excessive cleaning that may incur an additional charge.

(10) Special requests and medical issues.

Please ensure that any requests such as a cot are made at the time of booking, or as soon as possible after. Should you require a specific product be procured, e.g. champagne, chocolates, flowers etc. This must be requested in ample time and be pre-paid (see payment methods above)(this service may not always be available).

Please note that Jackdaws Nest is **not suitable** for wheelchair users or for those with severe walking difficulties. If you or a member of your party has any medical condition or disability which you think may cause issues during your stay, you must declare this and seek advice at the time of booking, we can advise on suitability however It is your responsibility to make a final decision that Jackdaws Nest is suitable to your needs and ability.

(11) Security and safety

We recommend that strict supervision is given AT ALL times to infants, children and teenagers. For their own safety, under no circumstances should children be left unsupervised. We reserve the right to be allowed access to the Property at any reasonable time during any holiday occupancy.

(12) Complaint and problems

In the unlikely event that you have cause for complaint, it is important that this is done whilst you are still at the Property so that an on-the-spot investigation can be made if necessary and remedial action taken if required. In no circumstances will a complaint be considered should an issue be raised after the holiday has ended, whereby the opportunity of investigating the complaint, and endeavouring to remedy matters during the holiday are therefore not possible. Please ring the numbers featured on your booking confirmation. Most problems or complaints can be resolved whilst at the property however if you remain dissatisfied, you must write to us within 28 days of the end of your holiday-let, giving your booking reference and full details of your complaint.