



**TAI SKYLINE HOUSES**  
**GLYNCORRWG**

c/o 160 Tynlyla Road  
Llwynypia  
CF40 2SP

[www.skylinehouse.co.uk](http://www.skylinehouse.co.uk)  
[bookings@skylinehouse.co.uk](mailto:bookings@skylinehouse.co.uk)

01443 440299  
07940 112098

### **Full Terms and Conditions For Booking**

#### **Part One - Introduction**

There are 4 main terms:

1. **We** will provide **you** with the services as agreed and advertised.
2. **You** will pay the price agreed.
3. **We** will extend a reasonable duty of care to **you** and your property.
4. **You** will extend a reasonable duty of care to us and our property.

That is *almost* it but there is inevitably a bit of small print, but there's not that much and it's not that small. But it is important so please read on.

## Part Two – General Behaviour

1. *You agree* to abide by all polite notices and instructions displayed prominently about the house and in the front section of the Welcome Pack in the lounge. Some of the most significant points are summarised below here:
2. Smoking. *No smoking* allowed indoors. Smoking to take place next to the smoking bin only and all waste suitable disposed of.
3. Neighbourliness. *You agree* to respect our neighbours and not to create a noise nuisance.
4. Guests. The bedding will be made up for the party size you have paid for. Please **DO NOT** help yourself to extra bedding from the linen store unless *we* have made a mistake. *You agree* that *you* have informed us honestly of the numbers in your party and to pay for any extra linen unreasonably used. If your stay lasts for more than 14 days, we will offer a mid-stay bed change and light clean.
5. Animals. Up to 2 pets are welcome by prior agreement only. Fees apply. *You agree that pets are only brought if paid for and confirmed and that pets will not go upstairs or on the furniture*. Please bring your own dog blankets in order to save the housekeepers extra work.
6. Telephone. The phone is here for your convenience and for use in emergencies. Please do not make any calls that you would not be prepared to pay for yourself. *We* reserve the right to charge *you* for *any* calls made. However, *we* may not go to the trouble of billing *you* for one or two low value local and/or short calls. *You agree you may be billed by us for any calls you make*.
7. Internet. *We* have provided a package that allows a sensible amount of data and *you* are welcome to use this reasonably. There is not enough bandwidth for gaming, streaming of music or video, downloading software etc.. *You agree that you will not use the internet for any of these high data volume activities. You agree also that your internet use will remain within all applicable laws*.

## Part Three – Payments

1. This part may not apply to bookings made via agencies and online Travel Agents.
2. The balance will be paid by the date and method agreed in the Welcome Letter. If *you* chose not to pay on time, *we* assume *you* have cancelled your booking and *we* may retain your deposit as a booking fee and re-allocate the dates.

## Part Four – Obtaining Access To Your Rental

1. The procedure, that **we** explain to all our guests in advance, in the Welcome Letter, is that **you** have been sent the key access instructions in advance. **You** are also invited to phone us a week in advance of arrival so that **we** may confirm that the key codes **we** sent **you** are still current.
2. Obviously, this is very important, otherwise **you** may not be able to enjoy the holiday that **you** have paid for.
3. Calling on the day of arrival is not advised and carries the risk that **we** may not be available to answer the phone when **you** are calling - although **we** will always get back to **you** in a reasonable time if **you** allow a few days gap. **You** may not have mobile phone (and e mail) reception within an hour of arriving at the house.
4. If **you** chose not to follow these instructions and are unable to gain access to the property on arrival, **we** will consider that **we** have taken reasonable steps to provide for you and that, although unfortunate, your predicament is out of our control. No refund or compensation will be considered in such cases.

## Part Five – During Your Stay

1. **We** respect your privacy in the house that **you** rent from us. Exceptionally, **we** (or our contractors) may need to enter the property during your stay. If this happens, **we** will try to contact **you** first – although this may not always be possible.
2. **We** will always be discrete and respect your privacy and security.
3. **We** hope nothing goes wrong during your stay, but if it does, please **contact us**, we will try to put things right, but please be aware that we are a small organisation and are not in a position to offer 24/7 housekeeping services. So we might not be able to respond straight away and you may have to work around any problems in the mean time.

## Part Six – General Cleanliness and Tidiness on Departure

1. The cost of your booking includes a housekeeping fee that covers bedding, laundry and a general clean between guests. It does not include cleaning up excess mess, tidying your things or disposing of food and waste. ***You agree that you will leave the property as you found it.***
2. A poster on the back door (also [here](#)), explains what is expected of guests before departure. It will also be sent to **you** as an e mail during your stay. ***You agree to observe it.***
3. The bond will be used to cover any extra work required if guests have not observed the above. ***You agree to pay us via your bond for any extra cleaning necessary.***

4. The bond will be used to pay or any excess heating if guests fail to correctly set the heating to stand-by on departure. *You agree to pay us via your bond for any excess fuel thus used.*

## Part Seven – Returnable Damages Bond

1. We may ask for a returnable damages bond to cover the cost of any damage, loss or excess cleaning, excess fuel and/or excess laundry fees incurred as a result of your visit.
2. You agree that we can retain a portion of this (up to 100%) at our discretion in the event of us incurring any unexpected fees as a result of any damage, loss or excess cleaning, excess fuel and/or excess laundry fees incurred as a result of your visit.
3. Whenever practicable, we will support any retention with evidence e.g. photography, invoices.
4. Basic cleaning and laundry for your agreed party numbers, is included in your basic price.
5. The bond will be returned in full if and when we can establish from the housekeepers that all was well after your departure.
6. If you have paid by cheque we will offer to destroy the cheque, or return it to you provided you supply a stamped addressed envelope. If we have not heard your preference within 30 days of your departure, we will assume the former.
7. If you have paid by PAYPAL, we will return it via PAYPAL.
8. If you have paid by BACS, similar or Crypto, we will return it on receipt of your payment details. If we have not been supplied these 100 days after requesting them, we will assume that you agree for us to keep the bond.

## Part Eight – Miscellaneous

1. We are Mr M P O'Donoghue of 160 Tynlyla Road, CF40 2SP and Mr G J Davies of 1 Kemps Covert, St Donats, CF61 1 YZ; trading as Tai Skyline Houses.
2. You are the customer(s) as identified in the associated booking schedule.
3. In the absence of any documentation, verbal contracts made between us will be binding.