





# Booking Conditions

Amroth Bay Holidays  
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## Reservations

1. A **25% deposit** (minimum £50.00) must be paid within 4 days of making a telephone booking to confirm your reservation, or full amount if less than 28 days till arrival. Please send cheque with booking form to confirm details of reservation. *Debit/Switch/Credit card* payments may also be made by telephone.

2. Please make all cheques payable to:

### Amroth Bay Holidays.

3. The balance must be received by us 28 days before the **start** of your holiday. Personal and business cheques are not accepted after this time.

4. Receipt of your deposit and acceptance of your booking will be confirmed in writing by us by email.

5. When forwarding the balance of your money, please assist us by enclosing a S.A.E. for confirmation of receipt, otherwise receipts will be kept until your arrival.

## Cancellations

6. Should you cancel your holiday, no refund can be considered unless a re-let is obtained. An administrative charge of 25% will be deducted from the total due. No refund can be made if a holiday is cancelled less than 4 weeks prior to the start of the holiday.

7. Please note, once a booking is made you are responsible, for payment of the full amount. Guests are therefore advised to take out suitable holiday insurance.

8. Where a booking is made through a Tourist Information Centre (TIC) or similar arm of the tourist board, the deposit paid is also not refundable. A deposit of 25% must be paid in addition to any commission taken by the TIC.

## Checking In

9. Your accommodation will be ready from 4:00pm on the day of your arrival. Some holiday homes will be ready by 2.30pm - you are welcome to call in from 2.30pm but please do not call earlier. Please check-in at the reception office / shop on arrival. If the door is shut, please ring the bell by the shop door firmly and wait for a member of staff to arrive.

## Your Accommodation

10. Only the number of persons stated when making your reservation shall occupy a holiday home unless prior arrangements have been made in writing with the management. The lounge sofa bed in each home is not to be used without prior permission from the management.

## Smoking

11. Smoking is not permitted inside your accommodation. You may smoke outside.

## Parking

12. One car may be parked adjacent to each caravan. Additional cars and trailers / boats must be parked in another location as directed by a member of staff. We endeavour to arrange additional parking near to your accommodation but even the furthest parking spaces are but a few minutes walk away.

*Under no circumstances may cars or trailers be driven or parked on the grassed areas of the park.*

A large print version of the booking conditions is available, please telephone 01834 831259 to request a copy.

## Dogs

13. Dogs are welcome in some of our holiday homes, but must not be allowed to run free on the site nor left unattended in the holiday home. Please bring your own dog basket or bedding. Dogs must be exercised off-site (*but not by neighbours gardens*). All dog mess must be cleaned up immediately by the dog owner. Note: Dogs are not allowed in the bedrooms or on the lounge sofas.

**14. In the interests of everyone wishing to enjoy a quiet and relaxing holiday, the proprietors reserve the right to decline accommodation or to demand immediate withdrawal from the site without notice or refund, any persons considered undesirable.**

## Inventory

15. Caravans and Cottages are equipped with bed linen (not Advantage range) cutlery, crockery, utensils, pillows, duvets and blankets.

Note: *Towels, tea towels and consumables not included, except: the Exclusive - see welcome pack list; and towels in Cottages.*

16. All bedding must be covered with linen. Sleeping bags are not allowed. Linen may be hired for the Advantage caravans or guests may bring their own *clean* linen (duvet cover, lower sheet, pillow cases). Cot linen is not available. Please bring waterproof sheets for all beds used by young children.

17. Laundry irons are not allowed in the caravans (to prevent accidental damage being caused). An iron and board are provided in the launderette. Hair straighteners are to be used with great care as they melt the duvet protectors and carpets.

18. Please note: due to restricted space, only travel cots can be placed in most caravans. These are not suitable for children older than 1 year. Cots have to be placed in the lounge, unless one of the single beds is removed. Use of both lounge bed and cot is not possible.

19. Access Aids: Please let us know at the time of booking whether you need aids for access (e.g. ramp, wheelchair, toilet seat raiser, shower seat etc).

## Checking Out / Care and Maintenance

20. Please clean your holiday home before leaving. Please vacate by 10:00 am on the day of departure so that we may check thoroughly for the next guests.

21. The hirer is responsible for the property and shall take all reasonable care of it. All damage must be reported. The unit and contents must be left in a clean condition at the end of the hire period.

22. We reserve the right to charge a deposit against damage or additional cleaning which is refunded if the holiday home is found to be in a clean undamaged condition at the end of the holiday. If additional cleaning is found to be necessary at the end of the holiday or damage is discovered, you are responsible for paying any additional bill to cover the cost of cleaning and/or repair.

23. While we endeavour to give you notice of any maintenance and repairs undertaken during your stay, we reserve the right of entry without notice to perform essential work at any reasonable time.