



These terms and conditions, as may be amended from time to time, apply to all our bookings and by completing a reservation, you acknowledge and agree to have read, understood and agreed to the terms and conditions set out below.

1. A deposit of £50 is payable on booking, with the full balance due 4 weeks before arrival. If payment is not received by the due date, then Brynteg Glamping may cancel the booking and the deposit will be forfeit. Brynteg Glamping may send a payment but the balance due date is detailed in every booking confirmation.
2. Cancellation within 4 weeks of your trip will result in the loss of the cost of your booking unless we are able to re-let, you will be liable for the balance outstanding. No refunds will be given for a cancellation by the guest less than 7 days before the holiday.
3. Brynteg Glamping is not liable for refunds or expenses you incur in the event they are prevented from fulfilling your booking as a result of circumstances beyond their control. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action. Flooding, natural disaster, epidemics, health risks or other similar events ("Force Majeure"). It is recommended that you have adequate holiday insurance in place to cover this.
4. It may, if you wish, be possible to change the dates of your holiday, if there is availability. There will be an administration fee of £10.00. Rearrangements cannot be made less than 4 weeks prior to the commencement of your original booking.
5. Bookings are made on the understanding that occupancy of the property is for holiday purposes only, for only the period of time agreed and only the number of occupants booked in.
6. The glamping pods are available from 4:00pm on the day of arrival to 11:00am on the day of departure.
7. All properties are strictly non-smoking.
8. Your holiday price includes heating, electricity, gas, bed linen and towels. The price also includes all the wood you may need for your hot tub.
9. All accommodation should be left in the same state of cleanliness and order in which it was found. Guests agree to pay a minimum of £50 to make good the accommodation if it is left in an unsuitable and unacceptable state.

10. In the interests of other holiday makers and residents, we reserve the right to request any holiday maker causing a disturbance, distress to other guests or behaving offensively to leave the accommodation immediately.
11. The holidaymaker undertakes to keep the premises and the furniture, fixtures and fittings and effects in or on the premises and gardens, in the same state of repair and condition as at the commencement of your holiday, excepting fair wear and tear. An inventory is available. We require compensation for damage, breakages or loss of items.
12. If for any reason beyond the owners' control, the property is not available on the dates booked, all charges paid in advance by guests will be refunded in full (but guests have no further claim against the owners).
13. We cannot accept any obligation or liability for any alteration or cancellation caused by civil strife, strikes, sickness, bad weather, technical transportation problems or other circumstances.
14. We accept no responsibility for personal possessions either in or around the glamping pods or cottages, or in cars parked outside the property.
15. Well-behaved and controllable dogs are permitted on the site, but are not permitted to lie on the bed or sofa. Dogs must not be left alone either in the accommodation or anywhere on the site.
16. We provide a small welcome pack for all guests, please note that once the supplies have been used, that the responsibility for their replenishment lies with the guests (i.e. toilet roll, washing-up liquid, tea, coffee, sugar, firelighters and matches).
17. Brynteg Glamping is on a small farm site where there are various pieces of plant required to maintain the grounds and guests are requested to keep away from them, the owners cannot accept any obligation or liability for any damage caused to people or property going near this equipment
18. Off-road car parking is available, this is entirely at your own risk and we cannot accept any responsibility for damage or theft to your vehicle.
19. We maintain an Accident book in our reception building please ensure that if you have an accident, that you report it to the owners for entry in the Accident Book.
20. If there is a problem or issue with anything in the pod please let us know as soon as possible so that we can get it resolved as promptly as possible. However, if you believe it necessary to complain about anything to do with the pod, you must inform us immediately so as to allow us the opportunity to investigate the matter/s and where possible resolve them. Under no circumstances will complaints be acceptable or any compensation be considered or made for complaints made after your holiday has ended, when you would have denied us the opportunity of investigating the complaint and endeavouring to put matters right during your stay.
21. Brynteg Glamping is a trading style of Brynteg Glamping Limited, a company incorporated in England and Wales.