

Bron Yr Aur retreat - Terms and conditions

Bron Yr Aur retreat (referred to as “Bron Yr Aur retreat/we/our/us”) sells retreats via www.bronyraur.com (the “Website”), via email requests, via postal requests and takes bookings direct at www.bronyraur.com (the “Site(s)”). Any person wishing to make a booking via any of these methods (referred to as “you/your”) acknowledges that such booking is made subject to these Terms.

We reserve the right to change these Terms at any time. Any such changes will take effect immediately when posted on the Website, in the brochure, at the Sites, or otherwise brought to your attention. It is your responsibility to read the Terms each time you submit a Booking Request and any such request shall signify that you have accepted to be bound by the latest set of Terms. A copy of the latest set of Terms is available on the Website and upon request

Making a Booking

You can either book online or via email. Please have details of all party members when making a booking. Please check your confirmation details when they are sent to you. Bookings made online are paid in advance and the actual date of the booking will be agreed by both parties via email and/or telephone conversation.

Bookings are not transferable to another party.

When making a booking you agree that you or at least one member of your party is eighteen years or over, you have the authority of all persons in your party to book on their behalf, you accept these Terms & Conditions and you agree to be responsible for any loss or damage caused by any member of your party or animal accompanying you.

Bookings are subject to a minimum booking of two nights. A maximum of four persons may stay at the Bron Yr Aur retreat.

The names of all members in the party need to be provided at the time of booking. Failure to provide all the names may lead to the booking being cancelled. Identification will need to be shown on arrival as no transferral of bookings is allowed.

Prices

Customers are advised to check the website for the most up to date information including our latest promotions, deals and discounts. Although prices may vary from time-to-time, the price payable is the price confirmed at the time of booking.

Prices include champagne afternoon tea and welcome hamper.

Payment

Payment for bookings can be made by Credit or Debit Card and via paypal online.

Services, Features and Facilities

A 5 metre bell tent with double bed, mattress and all bedding is provided. Rugs, cushions, throws and basic lighting are included. Champagne and pastries or cakes and a welcome hamper. The contents of the welcome hamper may vary. Tea, Coffee, hot chocolate and juices will be included as will all basic cutlery, plates and other associated kitchenware.

Cast iron cookware for use on a camp fire is provided. All cooking must be done in the designated cooking area. A rustic seating area and large slate table are provided. A basic compost toilet and small wash area are available.

Cancellation and changes to your booking

As a single pitch exclusive retreat no cancellations are possible. If you leave site early for any reason Bron Yr Aur will not issue any refund for unused camping nights. Unfortunately, in some circumstances Bron Yr Aur may have to cancel your booking. In these circumstances we will offer you a full refund of any fees paid. No other compensation is available.

Arrival and Departure Arrival times onsite are between 2:00 and 9:00 pm as a guide. Bron Yr aur retreat must be vacated by 11:00 on the day of departure unless otherwise agreed.

Retreat rules As the person booking the retreat, you are responsible for the behaviour of all members of the party whilst on the Site.

Any wilful damage to the Site or area around the site will result in you being asked to immediately leave the Site. If you are asked to leave under these circumstances, no monies will be refunded.

The retreat is a place of peace and tranquillity and only acoustic music is allowed. Sorry no pets. No smoking inside the bell tent.

Complaints We want you to have an enjoyable retreat. Should you have cause for complaint, please speak to us during your stay and we will do our best to resolve any problems for you.

Liability Bron Yr Aur retreat do not accept responsibility for anything that adversely affects your holiday that is outside of our control. These circumstances are known as 'Force Majeure' events and are circumstances that Bron Yr Aur retreat could not, even with due care, have foreseen or avoided. Such circumstances include (but are not limited to) war, civil unrest, industrial action, terrorist activity, natural disaster, fire, adverse weather conditions, foot and mouth disease and all other similar events outside of our control. Bron Yr Aur retreat will endeavour to manage any problems caused as a result of a Force Majeure event but shall be under no obligation to do so and shall not be liable to you for any losses caused by a Force Majeure event.

Bron Yr Aur accepts no liability for any products services or other information provided by third parties.

Other Important Information Any photographs, descriptions or advertising we issue, and any descriptions or illustrations contained in our catalogue, or brochures or on our Website, are issued or published solely to provide you with an approximate idea of our Sites and services. They do not form part of the contract between you and us.

If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the Term will, to that extent only, be severed from the remaining Terms, which will continue to be valid to the fullest extent permitted by law.

If we fail at any time while these Terms are in force, to insist that you perform any of your obligations under these Terms, or if we do not exercise any of our rights or remedies under these Terms, that will not mean that we have waived such rights or remedies and will not mean that you do not have to comply with those obligations. Any waiver of a default by us does not mean that we will automatically waive any subsequent waive by you. No waiver by us of any of these Terms shall be effective unless we expressly say that it is a waiver and we tell you so in writing.

If you wish to contact Bron Yr Aur retreat please use the following address:

Bron Yr Aur , Machynlleth, Gwynedd, SY20 8QA