



Black Mountain

— E S C A P E S —

Terms &
Conditions

Welcome!

Thank you for choosing Black Mountain Escapes.

Our cottages have been lovingly restored to provide peaceful places to relax, reconnect and enjoy everything this beautiful corner of Wales has to offer. We want every guest to feel at home from the moment they book until the day they leave.

These Terms & Conditions explain how your booking works, what you can expect from us and what we ask from our guests in return. They help us look after our cottages, neighbouring community, animals and surrounding countryside while ensuring every guest enjoys a safe, comfortable and memorable stay.

If anything is unclear before or during your visit, please get in touch. We're always happy to help.

Ruth and Eirian

Black Mountain Escapes



1. Making Your Booking

The lead guest must be at least 18 years of age and accepts responsibility for ensuring that everyone in their party complies with these Terms & Conditions throughout the stay.

A booking is confirmed once we have received the required payment and you receive your booking confirmation email. Your confirmation email forms the contract between you and Black Mountain Escapes.

Prices shown on our website may change before a booking is confirmed. Once your booking has been confirmed, the agreed price will not change unless you amend your reservation.

2. Payments

A 25% deposit is required to secure your booking. The remaining balance will be due on the date shown within your booking confirmation.

Bookings made close to the arrival date may require payment in full when booked.

If payment is not received by the due date, we will always try to contact you before cancelling the reservation. If we are unable to resolve the matter, we reserve the right to cancel the booking and retain any monies due under the cancellation policy.

3. Changes & Cancellations

We understand that plans sometimes change.

If you need to amend or cancel your booking, please contact us as soon as possible. Any refunds or cancellation charges will be applied in accordance with the cancellation policy confirmed when your booking was made.

Whenever possible, we'll always try to help guests move their stay to alternative dates. While we can't promise this, we always prefer finding a solution wherever we can.

If cancelled dates are successfully rebooked, we may, at our discretion, refund monies paid after deducting any difference in booking value and a reasonable administration charge.

We strongly recommend taking out suitable travel insurance to protect against cancellation, illness or unexpected travel disruption.



4. Arriving & Departing

Check-in and check-out times are confirmed within your booking information.

These times allow us to prepare every property to the highest standard for incoming guests. We kindly ask that arrival and departure times are respected unless alternative arrangements have been agreed in advance.

If you expect to arrive later than planned, simply let us know and we'll do our best to help.

5. Looking After Your Cottage

Our cottages contain carefully restored original features, antique furniture and thoughtfully chosen furnishings. Many of these pieces have been carefully collected and restored over many years, and form part of the unique character of each cottage.

We simply ask guests to treat everything with the same care they would their own home.

Accidents do happen. If something is damaged or broken during your stay, please let us know as soon as possible. We will always deal with genuine accidents fairly and appreciate your honesty.

Where significant damage, missing items or excessive cleaning result from negligence or misuse, we may charge the reasonable cost of repair, replacement or additional housekeeping.

6. Making the Most of Your Stay

To help everyone enjoy a peaceful countryside retreat, we kindly ask guests to:

- respect neighbouring properties and fellow visitors;
- keep noise to a reasonable level, particularly during the evening;
- supervise children appropriately at all times;
- park only within designated parking areas;
- respect local wildlife, livestock and surrounding farmland.

Parties, events and commercial activities, including professional photography, filming or promotional content creation, require our prior agreement.

For insurance and safety reasons, only guests included within the booking may stay overnight. If you'd like friends or family to visit during your stay, please let us know in advance. We're always happy to help where possible.



7. Bringing Your Horse

Guests are welcome to bring their own horses when staying at Black Mountain Escapes.

All visiting horses must arrive with their passport, which must include a complete and up-to-date record of their vaccinations. This is a condition of bringing horses onto the property and helps us protect the health and wellbeing of all horses on site.

We provide equestrian facilities to support your stay, however guests remain entirely responsible for the care, supervision and welfare of their horses throughout their visit.

Black Mountain Escapes does not provide horse care, feeding, turnout, exercising, riding instruction, guided rides or veterinary services.

Suggested riding routes may occasionally be provided for inspiration, however guests remain responsible for checking access permissions, weather conditions and route suitability before setting out.

8. Bringing Your Dog

We love welcoming well-behaved dogs to Black Mountain Escapes.

To help every guest enjoy their stay, we kindly ask that:

- Dogs are at least one year old.
- Y Golchdy is suitable for **small dogs only**.
- Dogs must never be left unattended inside the property.
- Muddy paws are cleaned before entering.
- Guests clean up after their dogs at all times.
- Dogs remain under control around livestock and neighbouring properties.

Any damage or additional cleaning resulting from pets remains the responsibility of the guest.

9. Utilities & Unexpected Problems

Should an unexpected problem arise during your stay, including the loss of electricity, water, heating or internet access, please let us know as soon as possible.

We'll always do everything reasonably possible to resolve the issue quickly and keep you informed throughout.

Where circumstances beyond our control make the accommodation unsuitable for occupation, we will discuss appropriate alternative arrangements or refunds where applicable.



10. Fire Safety & Charging

Your safety is extremely important to us.

Smoking, vaping and the use of e-cigarettes are not permitted inside the cottages.

Candles, tea lights, fireworks, Chinese lanterns and other naked flames must not be used unless specifically provided by Black Mountain Escapes. Candles supplied for use in the bath house must remain there at all times and must not be used anywhere else on the property.

Where barbecues or fire pits are provided, they should only be used in accordance with the guidance supplied.

Electric vehicles, e-bikes and e-scooters must not be charged from sockets within the cottages or any outbuildings. Lithium batteries can present a significant fire risk if charged indoors. Please use suitable public charging facilities where available. If you're unsure where these are located, we're always happy to help.

11. Staying Safe

Black Mountain Escapes is located within a beautiful rural landscape.

Uneven ground, livestock, woodland, streams and changing weather conditions all form part of the countryside experience. Guests remain responsible for their own safety and that of children within their party while enjoying the property and surrounding area.

Suitable footwear should always be worn outdoors.

12. Extreme Weather & Circumstances Beyond Our Control

Occasionally severe weather or other unexpected events may affect travel or the enjoyment of your stay.

Where circumstances beyond our reasonable control, such as flooding, storms, road closures, utility failures or Government restrictions affect your booking, we will always do our best to minimise disruption and discuss any available options with you.

Nothing in these Terms & Conditions affects your statutory consumer rights.



13. Personal Property & Parking

Vehicles are parked entirely at the owner's risk.

Black Mountain Escapes cannot accept responsibility for loss, theft or damage to guests' personal belongings, vehicles or animals unless caused by our negligence.

If you intend to bring multiple or unusually large vehicles, please let us know before your arrival.

14. Privacy

We only collect and use your personal information to manage your booking and provide our services.

Your information is handled in accordance with our Privacy Policy and applicable UK data protection legislation.

15. If Something Isn't Quite Right

We genuinely want every guest to enjoy their stay at Black Mountain Escapes.

If something isn't quite as you expected, or you experience a problem during your visit, please let us know as soon as possible. Most issues can be resolved quickly if we're given the opportunity to help while you're still staying with us.

Our aim is always to resolve concerns fairly, promptly and with as little disruption to your holiday as possible.

If you're unhappy with the outcome, please contact us in writing to email address: hello@blackmountainescapes.co.uk within 14 days of your departure. We'll carefully review the matter and respond as quickly as we can.

16. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

If any part of these Terms & Conditions is found to be unenforceable, the remaining provisions will continue to apply.