

Our Standard Booking Terms and Conditions

Effective August 2025

captiva wexford
YOUR IDEAL FARM IN CO. WEXFORD

These Terms and Conditions ("Terms") form the basis of your contract with Captiva Wexford, Killincooley, Kilmuckridge, Co. Wexford, Ireland Y25 YV78 ("the Company"). By confirming a reservation, you ("the Guest") agree to be legally bound by them.

1. Definitions

- **Guest:** The person(s) named on the booking confirmation, including any minors or additional guests.
- **Booking:** The reservation process entered into by the Guest and confirmed by the Company.
- **Stay:** The full duration of the accommodation at Captiva Wexford.
- **Contract:** The legal agreement between the Company and Guest, effective upon confirmation of a Booking.
- **Official Website:** www.captivawexford.com
- **Unavoidable and Extraordinary Circumstances:** Events beyond our control (force majeure), including but not limited to war, civil unrest, natural disaster, epidemic, or government intervention.
- **Sales Agent:** Any third-party or agency authorised to sell Captiva Wexford Stays on our behalf.

2. Booking Process and Payment

2.1 Bookings are confirmed only upon receipt of a **non-refundable deposit of €999** per guest party (for stays up to 14 nights).

2.2 **Full payment is due 63 days before arrival** (or 93 days for stays of 15 nights or more).

2.3 **Bookings made within these timeframes must be paid in full at the time of reservation.**

2.4 **Non-payment** by the due date **may result in cancellation without notice**, and cancellation charges will apply.

3. Pricing

Prices are fixed once full payment is received and will not change within 20 days of arrival.

4. Insurance

It is strongly advised that all Guests arrange comprehensive travel insurance to cover cancellation, medical costs, personal belongings, and other unforeseen events from the time of booking.

5. Amendments by the Guest

5.1 Bookings are transferable to another person provided:

- The replacement Guest meets all booking conditions.
- Written notice is given at least 64 days before arrival.
- An administration fee of €50 applies.

5.2 A Stay may be rescheduled once, subject to availability, provided that:

- The new arrival date is later than the original arrival date
- The rescheduling request is received at least 90 days prior to the original arrival date
- The new arrival date is within 120 calendar days of the original arrival date
- A €50 administration fee applies per guest party

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- Any price increase must be paid by the Guest; no refunds are issued if the new Stay is of lower value

5.3 Other amendments (up to 63 days before arrival) are possible, subject to a €50 admin fee per party.

5.4 Changes requested less than 63 days before arrival are treated as cancellations (see clause 6).

6. Cancellation by the Guest

Cancellations must be made in writing via email or registered post. Charges apply as follows:

Days Before Arrival Refund Due

63+ days Deposit is non-refundable

62–30 days 50% refund

29–0 days 0% refund

“No shows” or early departures are treated as cancellations. Refunds may be available through your insurer.

7. Amendments by the Company

7.1 While rare, the Company reserves the right to make changes for operational, safety, or legal reasons.

7.2 If a significant change occurs, Guests will be offered a refund or suitable alternative.

7.3 No compensation is due if changes result from Unavoidable and Extraordinary Circumstances.

8. Cancellation by the Company

8.1 The Company may cancel the Stay if:

- Unavoidable or Extraordinary Circumstances arise.
- The Guest breaches terms during a prior stay (e.g., property damage, misconduct, breaking house rules, unpaid balances).

9. Limitation of Liability

9.1 The Company shall not be liable for issues arising from Guest negligence or failure to comply with terms.

9.2 For claims not involving death or personal injury, liability is limited to the total Stay cost paid.

10. House Rules & Guest Obligations

10.1 **No animals are allowed**, except certified service animals.

10.2 **Smoking & Vaping are strictly prohibited on our entire campus**, including terraces, balconies and all outdoor areas.

10.3 **Parties are strictly prohibited without the Company’s prior written consent**

10.4 **Violation** of these policies will **result in immediate eviction** and **forfeiture of the full security deposit**.

10.5 Guests are liable for any damage or loss caused during the Stay, including costs for excess

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cleaning, repairs, or third-party claims. If the security deposit is insufficient to cover damage or loss, the guest will be liable for the difference.

11. Complaints

Any issues should be reported immediately during the Stay. Formal complaints must be submitted in writing to captivawx@gmail.com within 28 days of departure. Claims for illness will not be accepted.

12. Data Protection

The Company complies with the EU General Data Protection Regulation (GDPR). Personal data will be processed only as necessary to fulfil contractual and legal obligations, and may be shared with relevant authorities or service providers.

13. Security Deposit

A refundable €500 security deposit is required per party at check-in. Deductions may be made for:

- Damage to property or furnishings
- Excessive cleaning
- Breach of Terms (including smoking/vaping, parties, disturbance, pet violations)

14. Staff, Contractors, and Third Parties

Company employees, agents, and contractors are not individually liable for any claim relating to your Stay. Liability remains solely with the Company under these Terms.

15. Governing Law and Jurisdiction

This Contract is governed by Irish law. Any disputes will be subject to the exclusive jurisdiction of Irish courts.

16. Errors and Updates

All information is correct at the time of publication. However, content may be subject to change. The latest version of these Terms will always be available on www.captivawexford.com