

Terms and Conditions (updated 14/11/23)

General

This is a legally binding contract between the self catering accommodation known as Moo Cow Cottage and the guest. The self catering accommodation is also referred to as "we" and "us". The guest is the person who makes the online payment. This person is responsible for ensuring all members of the guest party accept and adhere to these terms and conditions. The guest is also referred to as "you".

Bookings & Cancellations

The lead guest must be over 21. A booking deposit is 30% of booking (to the nearest £5) and must be paid within 24 hours to secure the reservation. Until the booking is confirmed, it can be cancelled at any time without prior notice. Full booking balance must be paid 30 days before arrival. Bookings made less than 30 days prior to the arrival date must be paid in full at the time of booking.

Cancellation Conditions: If a booking is cancelled less than 30 days before arrival then a charge of 30% will be chargeable, if the booking is cancelled less than 14 days before arrival a charge equal to the full amount will be made. If we manage to relet the property and if successful a discretionary payment may be made. However, we strongly recommend you take out *holiday cancellation insurance* for this as there is no guarantee the dates will resell at last minute notice.

Cancellation by the Property Owner: In the unlikely event the property becomes unavailable and we have to cancel the booking, we will help to find the guest suitable alternative accommodation. If suitable alternative accommodation cannot be found, the guest shall be entitled to a full refund. The guest shall only be liable to be refunded what has been paid to us. No compensation or consequential losses shall be paid.

Dogs

We allow a maximum of 2 dogs to stay free. Please add them to the booking. Dogs must be house trained and well-mannered and must never be left inside the house while guests go out for the day unless the dog(s) are crated. Flea treatments & vaccinations must be up to date and dogs must be under control at all times. We ask that dogs are not off the lead when outside the boundaries of the cottage. Dogs are not permitted on furniture. Guests must report any damages caused by your dog and agree to pay to fix or replace what they have damaged. We do not provide dog beds, bedding or food. We cannot be held responsible for any accident or injury to your dog during your stay.

Breakages

We do not charge a damage deposit but we expect guests to look after and respect the property. Any accidental damage or breakages should be reported to us before departure. We retain the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear will not be charged for.

Cleaning

We ask our guests to leave the cottage clean and tidy. We allow 5 hours to clean, strip beds and redress the cottage. If our next guests check in time has to be moved to allow for extra cleaning then this will be charged to you at £30 to compensate the guests as well as £20 per hour every extra hour spent cleaning.

Possessions left behind

Please check the cottage of all your personal belongings before you leave. If you have left something behind, please let us know within 5 working days of departure and we will attempt to locate the item. If we do locate it we will ask the guest to arrange a collection. I recommend <https://www.royalmail.com/collection> and the postman will pick it up. We take no responsibility for the personal possessions of the guest. Vehicles and possessions are left entirely at your risk. Children should be supervised at all times.

Number of Guests

The maximum number of guests entitled to stay at this property is 6 not including a baby in cot. (7 is permitted if a single airbed has been booked). If it is found that more people than booked for are in the cottage, this will be considered a breach of contract and the guests will be asked to leave immediately without a refund. Subletting, parties, hen parties and stag parties are not prohibited

Farm Yard

We do not allow guests to wander around the farm yard for health and safety reasons. This is a working farm with large machinery and cattle often getting moved around. Your safety is important to us. We hope you understand.

Complaints

Every effort is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time-to-time things go wrong. In these circumstances, it is the responsibility of the guest to make any such problem known to us immediately, giving us the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained. We make every effort to rectify any identified problems as soon as reasonably possible.

Thank you for booking your stay with us

Jennifer