



Moo Cow Cottage – Terms & Conditions

Thank you for booking your stay with us. We aim to provide a welcoming and safe environment for all guests. Please read the following terms to ensure a smooth and enjoyable visit.



General

- The lead guest must be **over 21 years old**.
 - **Maximum occupancy** is 6 guests + 1 infant in a cot (7 total if airbed has been booked).
 - **Subletting, parties, hen/stag events are not permitted.**
 - Children must be supervised at all times.
 - For your safety, **farmyard access is not allowed** – this is a working farm with livestock and machinery.
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Bookings & Cancellations

Bookings:

- A **deposit** is required within **24 hours** to secure your booking.
- Bookings are not confirmed until the deposit is received.
- **Full balance** is due **28 days before arrival**.
- Bookings made within 28 days of arrival must be paid in full within 24 hours.

Guest Cancellations:

- Cancel **less than 28 days** before arrival: deposit retained.
- Cancel **less than 14 days** before arrival: full payment is non-refundable.
- If we relet the property, a **discretionary refund** may be given (minus admin costs).
- We **strongly recommend holiday insurance**.

Owner Cancellations:

- If the property becomes unavailable, a **full refund of all monies paid** will be issued.
 - No compensation or further liability will be accepted.
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Dogs

- Up to **2 dogs stay free** – please add them at the time of booking.
- Dogs must be **house trained, well-mannered, and under control** at all times.
- Dogs must not be left alone inside unless **crated**.
- **No dogs on furniture and not allowed upstairs.**
- Flea treatments and vaccinations must be up to date.
- You must report and pay for any damage caused by your dog.
- Bring your own **dog beds, bowls, food**, and other essentials.
- We accept no liability for dog injuries or accidents.

Cleaning & Damage

- Please leave the cottage **clean and tidy**.
- We allow 5 hours for turnaround. If extra cleaning delays the next guest:
 - £30 fee for inconvenience
 - £20/hour extra cleaning charge
- No damage deposit is taken, but **serious damage/breakages must be reported**.
- Minor wear and tear is not charged.

Lost Property

- Please check thoroughly before leaving.
- Let us know within **5 working days** if you've left something.
- If found, guests must arrange collection. We suggest: royalmail.com/collection
- We are not responsible for lost possessions.
- All belongings and vehicles are left at your **own risk**.

Guests

- Maximum occupancy: **6 + baby in cot** (or 7 with booked airbed).
- Extra guests not declared in the booking may result in **immediate termination** of stay without refund.

Complaints

We aim for every guest to have a 5-star experience. If anything isn't right, please **let us know immediately** so we can resolve it. We can't accept claims after departure that weren't raised during your stay.

Questions?

Call Jennifer on **07725672003**