

Hanley Mill Holiday Cottages



Booking Terms and Conditions

Stable Cottage and Mill Cottage

The person whose name appears on the Booking Form agrees to take full responsibility for ensuring that all members of the party adhere to the Conditions of Let set out below.

In these Conditions of Let, 'Owner' refers to the owner of the property you are booking, 'Property' refers to the cottage you are booking.

1. The number of people occupying any one Property is limited to that stated on the website, unless by prior consent with the Owner.
2. You must pay a non-refundable 30% deposit on booking to secure the dates, with the remainder of the balance payable four (4) weeks before the start of the Let. If a booking is made less than 4 weeks before the start of the holiday please send the full rental charges at the time of booking and on completion of the booking form. Failure to pay the balance of rental charges, (28 days prior to arrival), will result in the Owner treating the Property as available for re-booking. A reminder is sent out.
3. Please notify the Owner of any cancellation in writing (or email). If a notice of cancellation is received between the dates of your deposit being received and the final payment being due then the deposit will be retained. If cancellation is made within four weeks of the holiday start (i.e. the whole rent has been paid) then the whole amount paid will be retained unless the Property can be re-let. If a re-let is successful then a refund less the deposit will be made. If the Property cannot be re-let then no refund will be given.
Should the Property, subsequent to booking, become unavailable through any cause, you must accept that the Owner's liability is limited to the amount of any rent paid.

4. We welcome well behaved dogs in our cottages and they and are allowed on the sofas as long as the sofas remains covered with the throws provided. However we do not allow dogs in bedrooms or on beds unless the guest supplies their own bedding by prior arrangement with the owners.
5. You accept that the responsibility for personal property of guests occupying the accommodation is solely theirs. All vehicles are also left at the guests' risk. Guests agree to absolve the Owner of any responsibility for any accident or mishap to persons or property whilst on the premises or whilst engaged in any activity therein, or from any illness or injury arising from any causes whatsoever.
6. You agree to use the Property solely for its intended purpose as self-catering accommodation and to accept the Owner's right to refuse to hand over the Property to any person deemed unsuitable to take charge. Causing a nuisance or disturbance to other guests, unreasonable behaviour or disrupting the running of the farm may result in the Owner requesting you to leave.
7. You agree to allow the Owners access to the Property at all reasonable times. We will only ever request access to your property in case of an emergency, e.g. a water leak.
8. You must respect and look after your accommodation during your stay and you must leave the Property clean and tidy. Please let us know of any damage or breakages so we can repair or replace them for the next guests (a log book is provided for this) We reserve the right to charge for any damage or breakages.
9. You must vacate the Property by 10am at the latest on your day of departure unless special arrangements have been made with the Owner. This is to allow us to prepare the Property for the next guests.
10. Guest arrival time is from 4pm onwards.
11. All of our portable electrical appliances have been tested and approved within the terms of the new Fire Assesment Regulations. As the use of your own personal electrical equipment is out of our control it must be at your own personal risk.