

Hanley Mill Holiday Cottages

Booking Terms & Conditions



(Mill Cottage & Stable Cottage)

Last updated: February 2026

These Terms and Conditions form the basis of your contract with Hanley Mill Holiday Cottages (“we”, “us”, “the Owner”). Please read them carefully before making a booking.

By confirming a booking, the lead guest (“you”) agrees to these Terms on behalf of all members of the party.

1. The Booking Contract

A binding contract comes into existence once we have received your deposit or full payment and issued written confirmation of your booking.

The lead guest must be over 21 years of age and accepts responsibility for the conduct of all guests.

2. Occupancy

Only the maximum number of guests stated on our website may occupy the Property unless prior written consent is given.

3. Payments

- A **30% non-refundable deposit** is required to secure your booking.
- The balance is due **28 days prior to arrival**.
- For bookings made within 28 days of arrival, full payment is required at time of booking.

Failure to pay the balance on time may result in cancellation and loss of deposit.

4. Cancellations by Guests

All cancellations must be made in writing (email accepted).

- Deposit is non-refundable.
- If cancelled within 28 days of arrival, **100% of the booking total is payable**.
- If we are able to re-let the Property, we may refund monies received minus the deposit and any administrative costs.

We strongly recommend that guests take out **comprehensive holiday cancellation insurance**.

5. Cancellations by Owner / Force Majeure

In the unlikely event we must cancel your booking due to circumstances beyond our control (including extreme weather, flooding, utilities failure, or other force majeure), our liability is limited to refunding monies paid.

No additional compensation can be claimed.

6. Arrival & Departure

- Check-in: from **4:00pm**
- Departure: by **10:00am**

Late departures may incur additional charges.

7. Care of the Property

Guests agree to:

- Leave the Property clean and tidy
- Report any breakages or damage immediately
- Pay for any loss or damage caused during their stay

We reserve the right to charge repair or replacement costs to the card on file.

8. Behaviour & Right to Evict

Guests must behave considerately and not cause nuisance or disturbance.

We reserve the right to terminate your stay without refund if:

- unreasonable behaviour occurs
- property is misused
- other guests or neighbours are disturbed
- farm operations are disrupted

9. Dogs

Dogs are welcome by prior arrangement and must be declared at booking. A full Dog Policy applies to all stays and forms part of the booking contract. Undeclared dogs will be charged £50 per dog.

- Dogs must not enter bedrooms or go on beds.
- Sofas must remain covered with provided throws.
- Dogs must not be left unattended in the Property.
- Guests accept full responsibility for their pets.

Any additional cleaning or damage caused by pets will be charged.

10. Personal Belongings & Vehicles

All personal belongings and vehicles are left entirely at guests' own risk.

We accept no liability for loss, theft, or damage.

11. Rural Environment Disclaimer

Hanley Mill is a working rural location with natural features including uneven ground, watercourses, wildlife, livestock, and farm machinery.

Guests accept personal responsibility for their own safety and that of their party while on the premises.

12. Electrical Equipment

All Owner-supplied appliances comply with safety regulations.

Use of guests' own electrical equipment is entirely at their own risk.

13. Owner Access

We reserve the right to access the Property at reasonable times for essential maintenance or emergencies.

14. Complaints

Any issues must be reported during your stay to allow us the opportunity to resolve them.

Complaints raised after departure will not normally be considered.

15. Social Media & Reviews

Guests agree not to publish misleading, defamatory, or malicious content regarding their stay.

We welcome honest feedback.

16. Privacy & Data Protection

Personal data is handled in accordance with UK GDPR regulations and is used solely for booking administration and guest communication.

17. Governing Law

These Terms are governed by English law and any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.