

DOG POLICY – HANLEY MILL HOLIDAY COTTAGES

(Applies to All Bookings: Direct and through any other Platforms)

We are pleased to welcome well-behaved dogs at Hanley Mill. To ensure high standards of cleanliness, comfort, and fairness for all guests, the following policy applies to all stays, regardless of booking platform.

By confirming a booking, the lead guest agrees to comply fully with this policy on behalf of their party.

1. Mandatory Declaration

All dogs must be declared at the time of booking, including:

- Number of dogs
- Age of dogs
- Any special requirements

This applies to all booking channels.

Failure to declare dogs in advance may result in additional charges or refusal of accommodation.

2. Undeclared Dogs – Additional Charge

Guests arriving with dogs that have not been declared at the time of booking will be charged:

£50 per undeclared dog

Payable by cash or card.

This charge covers additional cleaning, preparation, and operational disruption and is non-negotiable.

3. Age & Number of Dogs

Minimum Age

Dogs must be at least 8 months old and fully toilet trained unless previously agreed in writing.

Puppies and dogs that are not reliably house-trained are not permitted.

Maximum Number

The maximum number of dogs permitted is as stated in the property description.

Additional dogs must be approved in writing before arrival.

4. Facilities for Dog Guests

When dogs are declared in advance, we provide:

- A dedicated dog towel
- Access to outside taps and hoses at both properties
- Suitable indoor tiled areas for drying and cleaning dogs after walks

Stable Cottage

Stable Cottage includes a heated tiled boot room, ideal for returning from walks and drying dogs.

Mill Cottage

Mill Cottage includes an enclosed heated porch with tiled flooring, directly attached to the living area, suitable for cleaning and drying dogs.

5. Access & Use of the Property

Dogs must:

- Not be allowed on furniture
- Not enter bedrooms
- Not be permitted on carpeted areas

Mill Cottage Access

At Mill Cottage, Top door access requires passing over a carpeted area.

This is permitted only if:

- Dogs' paws are clean
- Dogs are clean and dry

Where possible, guests should use the lower external access route to the living area via the steps/path.

6. Supervision

Dogs must:

- Not be left unattended in the cottage
- Only be left alone if securely crated

Guests are responsible for ensuring dogs do not cause disturbance, damage, or excessive noise.

7. Cleaning, Damage & Liability

Guests are fully responsible for:

- Any damage caused by their dog
- Soiling, odours, excessive hair
- Fleas or parasites

We reserve the right to charge for:

- Additional cleaning
- Repairs
- Replacement of furnishings
- Professional treatments where required

Where payment is not collected at departure, we reserve the right to seek payment:

- Via the relevant booking platform (Airbnb, Booking.com, Sykes, etc.), or
- Directly from the lead guest via invoice/email following the stay.

Failure to settle charges may result in recovery action.

By confirming the booking, the lead guest accepts liability for any additional charges arising from breach of this policy.

8. Grounds & Surroundings

Hanley Mill is a working rural environment with livestock and wildlife.

Dogs must:

- Be kept under control at all times
- Be supervised outdoors
- Be cleaned up after immediately

Owners accept full responsibility for their dog's behaviour on the grounds.

9. Right to Refuse or Terminate Stay

We reserve the right to:

- Refuse accommodation
- Terminate a stay without refund

If this policy is breached or dogs present a risk to the property, livestock, other guests, or the condition of the cottages.

10. Important Notice

Our ability to remain dog-friendly depends on guests respecting this policy.

Honest declaration and responsible ownership help us continue to offer dog-friendly stays without routine pet fees.

Thank you for your cooperation.

Mike & Belinda
Hanley Mill Holiday Cottages