

The Dairy

Terms and conditions

Bookings will only be accepted on agreement to these terms and conditions. Please sign on the booking form that you have read and agree to them.

Bookings are made by completing and returning the booking form, with your payment to the above address. The contract is between the hirer of the property and Mrs C. Hancock. Each booking of a property shall be in the name of one person who shall be responsible for the actions of all members of their party. The names of all members of the party must be included on the booking form.

Bookings will be confirmed upon receipt of the required deposit or full payment and you will be sent directions and cottage information. Any balance of payment will be due four weeks before your arrival date, so please make a note of the date it is due. I don't send a reminder or receipts for balance unless requested.

Cancellation within 40 days of the holiday will result in the full rental being required, unless we can successfully re-let the cottage for the period of your booking, in which case we'll return your money minus a 10% admin fee. If the owners are prevented from putting the property at the disposal of the hirer, because of circumstances beyond their control, the hire charge shall be refunded in full but the hirer shall have no further claim against the owners. **Therefore we strongly advise that you insure your holiday.**

Guests Responsibility. The hirer is responsible for the cottage and expected to take reasonable care of it and. Any damage or breakage must be paid for. All utensils, equipment and furnishings must be left clean and in their original place when you leave. We are very grateful to all our guests who leave the cottage tidy!

Liability. The use of all amenities is entirely at the users risk and no liability can be accepted for injury, loss or damage to the visitor's belongings or vehicles. However, we do not seek to exclude negligence of our employees or ourselves.

Internet Access. Guests are obliged to use the broadband connection fairly. Do not download illegal or copyrighted material. Guests should have their own virus protection and ensure that children are always supervised too.

Dog owners. Please read and agree to follow these conditions

- Dogs must be kept downstairs and off the furniture at all times. (I can supply old throws for the chairs if your dog might get tempted!) Please bring your dog's own bed and towels. Dog bowls provided.
- It's fine to leave your dog unattended for short periods or if he/she is happy and you have checked with us first.
- If bagging dog waste, please double bag before putting in the dustbin, as it's only emptied fortnightly. And please don't allow your dog to use the guest's lawn as a toilet.
- Dogs must be in good health and be up to date with immunizations, worming and flea treatments.

Our promise to you.

All our guests are very welcome and can expect to find the property as advertised. It is kept thoroughly clean, well equipped and maintained. Beds are made up for you with freshly laundered cotton bedding. To welcome you, a refreshment tray and fresh flowers are provided. We are always happy to advise on places to visit to help you get the most from your stay. If you have any further questions or requirements during your stay or before, please contact Mrs Cathy Hancock.