



Booking Terms & Conditions

We want you to have a relaxed and enjoyable stay with us. Please take a moment to read through our booking terms and house guidelines.

1. Bookings & Payment

All bookings are made online. A 50% deposit is required at the time of booking to secure your stay. The remaining 50% balance is due 7 days before arrival. If the final balance is not received by the due date, we reserve the right to cancel the booking and retain the deposit.

2. Cancellations

Cancellations made more than 14 days before arrival will receive a refund of any payments made, excluding the non-refundable deposit. Cancellations made within 14 days of arrival are non-refundable. If the full balance has already been paid and the booking is cancelled within 14 days of arrival, no refund will be given. We strongly recommend taking out holiday cancellation insurance.

3. Changes & Rescheduling

Requests to change or reschedule must be made via email, text message, or WhatsApp and are subject to availability. Requests made within 14 days of arrival may be treated as a cancellation. Any price difference must be paid by the guest.

4. No-Shows

Failure to arrive on the agreed arrival date without notice will be treated as a no-show. 100% of the booking cost will be charged and no refunds issued.

5. Refunds

Refunds are issued strictly in line with our cancellation policy. No refunds are given for early departures, no-shows, or weather conditions.

6. Arrival & Departure

Check-in from 3:00pm. Check-out is 11:00am for The Old Dairy and Groom's Bothy, and 10:00am for Copley Cottage. Late departures may incur charges.

7. Length of Stay

All bookings are subject to a minimum stay of 2 nights.

8. Occupancy Limits

The Old Dairy and Groom's Bothy: maximum 2 guests. Copley Cottage: maximum 4 guests. Exceeding occupancy limits is not permitted.

9. House Rules

No parties or events. Please respect neighbouring properties and keep noise to a reasonable level.

10. Dogs

Dogs are welcome by prior arrangement. Dogs must be kept off furniture and out of beds. Towels must not be used for dogs. Additional cleaning or damage may be charged.

11. Electric Vehicle Charging

Charging electric vehicles at the properties is not permitted.

12. Departure Requests

Please wash dishes, place used towels in the bath, return the key to the lock box, and note there is no need to empty the hot tub at The Old Dairy.

13. Issues, Breakages & Damages

Please report any issues or damage as soon as possible. Guests may be charged for damage or excessive cleaning.

Agreement

By making a booking, you confirm that you have read, understood, and agree to these Booking Terms & Conditions.