



# Mulino Pods Ltd Terms & Conditions

## Payment

- A 50% deposit secures your booking, which is non-refundable.
- The remaining 50% balance must be paid in full six weeks prior to the arrival date. (Non payment of the balance will be considered as a cancellation).
- Bookings through the online booking system are provisional until confirmed by Mulino Pods Ltd

## Take care during your stay

- Mulino Pods Ltd takes no responsibility for loss or damage to personal possessions or vehicles.
- Guests must take full responsibility for children and dogs (as we are a working farm).
- Take care of your footing, surfaces can become slippery when wet and hazardous in the dark. Every effort has been made to ensure guests safety but we cannot accept responsibility for any accidental injuries.
- Please respect our property, we won't mind the odd accident and they'll be no charge but please let us know of any breakages or damages. Any significant damage would be charged for.
- One key per Pod is provided; a second can be if requested. Any lost keys would be charged for at £20 per key.
- Fires should only be in the fire pits and should not be left unattended.
- Smoking is not allowed inside the Pod, bathrooms, Info Room, or Kitchen Area.
- Take care when using the gas stoves, do not leave unattended.
- A fire extinguisher is available in the Info room.
- Please respect other guests and keep noise to a minimum after 10pm (noise travels far in the countryside).
- We are a pet friendly farm if you have any specific allergies we would recommend you bring your own requirements.
- Use of drugs is not tolerated on our site.

## Well Behaved Dog Policy (Damson & Lavender Pods)

- Dogs must be kept controlled at all times, to ensure other guests safety and we are a working farm with livestock.
- No dogs should be left alone inside the pod, and please kept dogs off bed linen
- Please bring your own dog's bed and bowls.
- We have sheep grazing the fields therefore keep your dog on a lead at all times.
- Please clean up after your dog - doggy bags are provided and dispose of in the appropriate bin.
- There is an outside tap for washing your dog, please use this facility.
- Management reserves the right to ask guests to leave if the dog is a nuisance or danger to livestock.

## Cancellation Policy

- If non payment of the balance, Mulino Pods Ltd considers this cancellation of the booking.
- If the guest requires cancellation of the booking, Mulino Pods Ltd will refund 25% of the second payment if more than two weeks before the arrival date.
- If cancellation is requested within two weeks prior to arrival, no refund will be given.
- Management reserve the rights for discretion on an individual basis.
- In the event of severe bad weather conditions (as we are in a remote location) Mulino Pods Ltd reserve the right to cancel the booking with the option of re-booking another time.

## Supercontrol Contract

When you submit your booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when you're booking if subsequently confirmed in writing via a letter of confirmation sent to you by post or email.