

## **TA MILL TERMS & CONDITIONS**

*(Subject to Change)*

### **1. Reservations and Deposits**

All reservation applications must be accompanied by a 30% advance deposit of the total rental cost. Reservations are confirmed only upon written acknowledgment. If your application is not accepted, the advance deposit will be refunded in full.

### **2. Payment of Balance**

The remaining balance must be paid in full at least two weeks before the start of your holiday. Failure to make the payment by the due date may, at our discretion, be treated as a cancellation by you, and the advance deposit will not be refunded.

### **3. Breakage Deposit**

We reserve the right to request a refundable breakage deposit, which must be paid prior to your arrival. This deposit will be refunded within two days of departure, less any deductions for damages or claims.

### **4. Arrival and Departure**

Accommodation is available from 4:00 PM on the day of arrival and must be vacated by 10:00 AM on the day of departure, unless otherwise agreed in advance. Early arrivals or late departures may be arranged for an additional charge, subject to prior agreement.

### **5. Occupancy**

The number of guests occupying the property must not exceed the stated capacity listed on our brochure or website. A cot can be provided free of charge if the accommodation is suitable, and a put-u-up bed can be arranged for £40. Guests are welcome to bring their own travel cots. Highchairs are available upon request, subject to availability. Additional guests beyond the stated occupancy will incur a charge of £60 per person.

### **6. Linen and Towels**

Linen and towels are provided at no extra cost. Bathrobes are available for hire at £10 per person for the duration of your stay.

### **7. Cleanliness and Key Return**

Guests are responsible for maintaining the cleanliness of the property and leaving it in a tidy condition. Additional cleaning or damages may incur additional charges. Please leave the key in the door or on the table upon departure.

### **8. Property Availability**

In the event that the property is unavailable due to circumstances beyond the owner's control (e.g., fire damage), all payments made in advance will be refunded in full. No further claims against the owner will be considered.

## 9. Liability

The owners accept no liability for injuries sustained by guests or for any loss or damage to personal property brought onto the premises.

## 10. Cancellation Policy

- **July, August, Bank Holiday Weekends, and Christmas:**
  - Cancel 28+ days before arrival: 100% refund minus a £40 booking fee or option to transfer booking to another date.
  - Cancel 14–27 days before arrival: 50% refund.
  - Cancel within 13 days or less: 25% refund.
- **Rest of the Year:**
  - Cancellations made 7 days and less before arrival will not qualify for a refund.

## 11. Pets

Pets are welcome in most cottages and lodges free of charge. Guests must bring a pet basket, ensure pets do not lie on beds or furniture, and clean up after their pets. Pets must be kept on a lead when exercised and cannot be left unattended in the accommodation.

*Only house-trained pets are allowed. No puppies under 12 months old*, unless prior approval has been granted.

## 12. Hot Tub, Swim Spa, and Sauna

The hot tub, swim spa, and wood-fired sauna are available for private hire at an additional charge. Please adhere to the maximum occupancy guidelines for each facility and review the terms and conditions for use in the Guest Information Pack provided in your property.

- The sauna is available year-round.
- The swim spa and hot tub may be unavailable during winter; please confirm availability of these facilities when booking.