



## Mulino Pods Ltd Terms & Conditions

### Payment

- A 25% deposit secures your booking, which is non-refundable.
- The remaining 75% balance must be paid in full six weeks prior to the arrival date.
- 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 will not 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.
- Smoking is not allowed inside the Pods, bathrooms, Info Room, or Kitchen Area.
- Take care when using the gas stoves and do not leave unattended.
- A fire extinguisher is available in the Info room and kitchen area with a fire blanket.
- Please respect other guests and keep noise to a minimum after 10pm (noise travels far in the countryside) - No amplified music at anytime
- We are a pet friendly farm if you have any specific allergies, we recommend you bring your own requirements.
- Use of drugs is not tolerated on our site.
- Due to livestock on the farm we CANNOT allow any fireworks. And to avoid damage to animals and the environment please DO NOT let Chinese lanterns or balloons off.
- We DO NOT allow the use of disposable bbqs onsite

### Use of Fire Pits and BBQ

- Fires should only be lit in the fire pits.
- The Fire Pit should be located on stone slab at all times and sited away from the pod, outdoor furniture and fencing.
- Please always use the Fire Pit safely and under complete control at all times ensuring that your fire is completely put out before leaving unattended (using the water bucket provided under the tap).
- Please DO NOT use the fire pit in windy conditions.
- During adverse weather (drought and high winds), we may remove fire pits for safety reasons however GUESTS SHOULD ASSESS THE WEATHER CONDITIONS prior to lighting a fire or BBQ to ensure that it is done safely.
- If you are inexperienced or feel unsure with lighting fires, we would recommend that you DO NOT use the fire pit during your stay.

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

- Dogs must always be kept controlled and on a lead, to ensure other guests' safety and we are a working farm with livestock roaming in the fields
- No dogs should be left alone inside the pod, and please keep dogs OFF the beds and bed linen
- Please use your own dog's bed and bowls
- We have animals grazing the fields therefore always keep your dog on a lead.
- 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.
- We reserve the right to ask guests to leave if the dog is a nuisance or danger to livestock.

## Cancellation Policy

- If a guest fails to pay an outstanding balance when due, we reserve the right to cancel the booking less administration costs and booking fees.
- If the guest requires cancellation of the booking more than two weeks prior to arrival, Mulino Pods Ltd will refund 25% of the second payment.
- If cancellation is requested within two weeks prior to arrival, no refund will be given.
- We reserve the rights for discretion on an individual basis.
- In the event of adverse weather conditions, Mulino Pods Ltd reserve the right to cancel the booking with the option of re-book at 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 your booking is subsequently confirmed in writing via a letter of confirmation sent to you by email.

**We use SuperControl to manage our online booking process. We have a written contract with SuperControl to ensure that they will process your data on our behalf in compliance with all applicable Data Protection Laws. Any personal data collected by Mulino Pods is only used for our purposes and no information is shared with any third parties.**

Last updated  
13/05/21