

Terms and Conditions

1 Making a booking:

1.1 To make a booking please call us on 07989 459515 or email heleena.reeves@live.co.uk

1.2 10% deposit is required at the time of booking and the balance is payable at least 10 weeks prior to arrival. Bookings made less than 6 weeks prior to arrival, payment will be required in full. Once the deposit is received the booking will be confirmed and the contract agreed. We will confirm all bookings in writing by email. The contract is between the owners of Barnyard Luxury Dorset Retreat and the hirer.

1.3 Rentals are not permitted to stag or hen parties and you must be of at least 18 years of age. We reserve the right to refuse entry to the entire party and or request early vacation of the property if this condition is not observed.

1.4 Only the amount of people booked will be allowed and must not exceed the occupancy, failure to do this may result in the booking being cancelled and monies paid will be lost.

1.5 All bookings are accepted in good faith by us. However, in the unlikely event we have to cancel any bookings previously confirmed our liability will be limited to the return in full of any monies paid please see clause 3.7.

1.6 Once the booking is confirmed your ability to cancel and the terms applicable are set out in clause 3.

2. Payment

2.1 Payment is by BACS only. Please check if there are BACS fees payable especially from overseas as these will have to be paid for by yourselves.

3. Cancellation

3.1 It is your responsibility to have adequate holiday insurance to cover any loss you may suffer as a result of the cancellation of your stay. If you choose not to take out holiday insurance, then you need to accept any loss you may incur.

3.2 Should you wish to cancel please make any cancellations by telephone and then confirm by email asap.

3.3 Once your booking is confirmed (ie deposit paid) the dates of your stay are not transferrable

3.4 Your inability or disclination to travel and stay for any reason such as (but not limited to) COVID, illness, self-isolation, quarantine, work circumstances, family emergencies etc does not give you the right to cancel and receive a refund, our terms are set out in clause 3. COVID is a known risk and we strongly recommend you take out holiday insurance. Refunds will not be given to group bookings of more than 1 household should you wish to cancel due to government imposing household or number restrictions (such as rule of 6 or no mixing)

3.5 For cancellations by you more than 6 weeks (42 days) prior to your arrival if we can re-let the cottage under the same terms (price) then we will refund your deposit less an a booking fee

of £85 (this fee covers our admin costs, accounting fees and the cost of re-advertising). If we are unable to re-let the cottage for the dates of your stay then you will not be entitled to a return of your deposit.

3.6 For cancellations by you less than 6 weeks (42 days) prior to your arrival you will be liable to pay the balance (if you have not already paid it). Should we be able to re-let the cottage under the same terms (price) then we will refund all monies paid less a booking fee of £85. If we are unable to re-let the cottage for the dates of your stay you will be only entitled to a nominal refund to cover the costs that we would have saved by not letting it less an admin fee for readvertising etc.

3.7 Cancellation by us :-We reserve the right, in the interests of safety or any other reason beyond our control to cancel your booking or alter arrangements made for you (for example through acts of God, floods, fire, business sold /closed etc) In these events our liability is limited to return monies paid to you in full. Should our cottage not be available due to the COVID pandemic or national emergency that has resulted in our closure by the British Government we will contact you asap and a full refund be given. Should you need to cancel due to COVID government travel restrictions /local lockdowns imposed at your given address then you will be refunded in full or offered to transfer dates. Please note that we have to follow any guidelines set by the government and that during the COVID pandemic these can change frequently, should any guests who stay with us not follow the guidelines then they will be asked to leave.

4. Hiring terms and liabilities

4.1 All descriptions are written in good faith.

4.2 We will not be liable to you for any issues and non-availability of our services, facilities and amenities which may be altered or withdrawn. We will notify you if there are any changes that may alter your experience or impact your booking. We will seek to rectify any issues as soon as we can.

4.3 We reserve the right to enter the cottage for urgent maintenance works.

4.4 We accept no responsibility or liability for any loss or damages to the hirer's possessions or cars. You must take all necessary steps to safeguard yourselves and your property. We shall not be held liable for accidents or injuries to you or your party on our property unless caused by our negligence.

4.5 Any breakages or damage must be reported to us and paid for if requested to do so.

4.6 Night lanterns, fireworks and candles are strictly forbidden

4.7 You may only charge personal electronic devices at the cottage. We have an EV charging point that you may use. No e-bike batteries may be charged anywhere on the premises.

4.8 It is forbidden to bring in portable appliances such as fat fryers, cooking equipment, air conditioning units and heaters.

4.8 If you wish to have any third-party service at the site or cottage during your stay such as catering, treatments you must obtain our written permission and we must see third party's liability insurance.

4.9 We are not a party venue and are suited to guests who are looking for a quiet retreat. Please respect your neighbours with noise and no visitors to the cottage after midnight. Anti-social behaviour will not be tolerated.

4.10 Should you have any complaints please raise them immediately and we will do our very best to rectify the problem. Complaints will not be addressed after departure.

For our privacy policy, please visit our website

Please also refer to our check-in details which will be emailed to you a few days prior to your arrival.