

Arraslea Cabins – Guest Information & Policies

1. General Information

- Arraslea Cabins is a **family-run business** owned and managed by Lance and Corinne Rose.
 - By booking a stay at Arraslea Cabins, guests agree to abide by these terms and conditions.
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2. Booking & Payment

- Guests can book directly through us via **email, phone, text message or through Airbnb**.
 - A **£100 non-refundable deposit** is required to secure a booking when not booking via Airbnb.
 - The **remaining balance is due on arrival** and must be paid by **cash or bank transfer** (no card payments available).
 - **No security/damage deposit is required**, but guests are responsible for any damages caused during their stay.
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3. Cancellation & Date Changes

- Cancellations made **more than 14 days before arrival**:
 - The deposit is **non-refundable** but can be used to secure another date.
 - Cancellations made **within 7 days of arrival**:
 - The deposit is **non-refundable and cannot be transferred** to another date.
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4. Check-in & Check-out

- **Check-in:** From **3:00 PM** via a **lockbox** (details will be provided before arrival).
 - **Check-out:** By **10:00 AM**.
 - Late check-in is **not a problem** – guests can arrive at their convenience.
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5. Property Rules

Occupancy Limits

- **Rosewood Cabin:** Maximum **4** guests
- **Brock, Bramble & Shepherd's Cabin:** Maximum **2** guests per cabin

Pets

- **Rosewood Cabin:** Up to **2** dogs allowed
- **Brock, Bramble & Shepherd's Cabin:** **1** dog allowed per cabin
- Dogs **must not** be left unattended in the cabin or on site at any time.
- Dogs **must be kept on a lead** around the site due to livestock.
- Dogs are **not allowed on furniture or beds**.
- Owners must **clean up after their pets** and keep cabins and surrounding areas tidy.

Smoking & Vaping

- **Smoking/vaping is strictly prohibited inside all cabins.**
- **Smoking/vaping is not allowed in the hot tubs or outdoor baths.**

Noise & Behaviour

- Arraslea Cabins is a **quiet site** – no loud music or disruptive behaviour.
- Guests must be **respectful of others and the surroundings** at all times.

Cleaning & Tidiness

- Guests must **wash their own dishes** and **leave the cabin tidy** before check-out.
- If a guest is **sick, fails to clean up after a pet, or leaves excessive mess (e.g. bodily fluids, dog waste inside, or extreme untidiness), an additional cleaning fee will be charged**. The amount will be determined based on the level of additional cleaning required.

6. Damage & Liability

- Guests must **immediately report any damages** to the owners.
- If damage is caused through **negligence or misuse**, the owners **reserve the right to seek payment for repairs or replacements**.
- Guests are responsible for their **personal belongings** at all times. Arraslea Cabins accepts **no liability** for lost, stolen, or damaged items.
- Guests use the **hot tubs, outdoor baths, and other facilities at their own risk**.

7. Hot Tub & Outdoor Bath Use

- Guests **must follow all instructions** provided next to each hot tub.
 - Failure to follow the instructions may result in **restricted access** to the hot tub during the stay.
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8. Lost Property

- Any personal belongings left behind will be **held for 14 days**.
 - If requested, items can be **posted back at the guest's expense**.
 - Unclaimed items will be **disposed of after 14 days**.
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9. Interaction with Animals

- Arraslea Cabins is home to various livestock, including **horses and sheep**.
 - While guests may **observe the animals**, we ask that they **do not feed or touch them**, as this can disrupt their routine and well-being.
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10. Guest Registration & Visitors

- **Only registered guests** are permitted on the property.
 - If a guest wishes to have a visitor, **prior approval from the owners is required** via message.
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11. Photography & Social Media

- Guests are welcome to take photos of their stay and **share their experience on social media**.
 - Tagging **@ArrasleaCabins** on Instagram/Facebook is encouraged!
 - Photos taken at the property **must not be used for commercial purposes** without prior consent.
 - To respect privacy, **drones are not permitted** on-site.
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12. Legal Jurisdiction & Dispute Resolution

- These policies are governed by the **laws of England & Wales**.

- Any disputes should be **raised directly with the owners**, and if unresolved, they will be **handled through mediation before legal action is considered**.

By staying at Arraslea Cabins, guests agree to these policies. Failure to comply may result in **additional charges** or being **asked to leave the property without refund**.

If you have any questions or need assistance, please contact us directly.

Thank you for choosing Arraslea Cabins!