

PROPERTY RULES: Bettws Court Retreats (Barn Owl Retreat, Peregrine Retreat and Kestrel Retreat).

(Version 1, April 2025)

All Properties

1. **Noise restrictions.** We respectfully request that due consideration is shown to the inhabitants of neighbouring properties at all times. Music, or other noise likely to disturb the neighbours is not permitted outside the property after 10.00pm.
2. **Safety.** Candles, indoor smoking and similar fire hazards are not allowed. You must take time to familiarise yourself with the fire safety emergency plan located on the notice board within the Property. The property has a fire alarm system and carbon monoxide alarm (where applicable). Low level emergency lighting is provided on the stairwells and passages (where applicable) and will stay on in the case of a mains power failure. We have a policy of inspecting all electrical appliances on a regular basis and replacing defective items, plugs, leads etc. Non-slip mats are provided in all the bathrooms.
1. **Smoking and vaping.** For the comfort of all of our guests, smoking and vaping is not permitted anywhere in the property. Please use the smoking bins / ash trays provided outside the property.
2. **Chinese Lanterns, Firepits, Portable BBQs, Drones and Fireworks.** Chinese lanterns, firepits and portable BBQs are strictly forbidden due to the fire hazard. Drones and fireworks are also prohibited due to the surrounding farm animals and neighbours.
3. **Electrical appliances.** With the exception of mobile telephones and laptops, guests own appliances are not permitted to be charged or used at the properties. This includes, but is not limited to, e-bikes, portable AC units and kitchen appliances. Guest appliances have not been PAT tested and could invalidate our insurance.
4. **Dyes, felt pens and wax crayons** are not allowed in case of damage to the property or furnishing. Any damage caused by any of these items will be charged to the guest.
5. **Decorations.** You are welcome to put up decorations; however this must be done with whitetak. No sticky tape, pins or bluetak. LED light balloons and confetti are not permitted (due to choking hazard and non-decomposable nature if accidentally blown outside).
6. **Check out.** You are requested to leave the accommodation in a clean and tidy condition. This includes washing up, placing rubbish from all areas in bin liners and putting in the outside bins (please follow the simple recycling information provided on the bins and notice board).

7. **Damages.** Please let us know about any damage or breakages before you leave. We do not charge for minor breakages such as glasses and plates, however we will charge for more serious damage, as per our terms.
8. **Umbrellas & outdoor cushions.** During the summer the umbrellas must be down when you leave the outdoor space and not put up in windy weather. The outdoor cushions must also be put away to avoid then getting wet (in case of an unexpected downpour!).
9. **Noise.** The sonos speakers have been set with a volume limit. This volume limit should not be changed.
10. **Outdoor spa bath.** The water must be disposed of after each bathing session and the cover returned on top. Further instructions and rules are provided near the bath at the property which must be abided by.
11. **Restricted areas.** There is strictly no access to the adjacent farmland, or farm buildings. Please ensure you stick to the public footpaths.
12. **Booking multiple properties.** If you have booked more than one property, please don't move items either internal or external from one property to another.

Pets

Barn Owl Retreat (maximum 1 dog) & Peregrine Retreat (maximum 1 dog)

In order to maintain our standard for everyone to enjoy it is necessary that guests bringing a dog agreed to these conditions:

1. Dogs are not allowed in the bedroom, but are allowed on the sofas provided that you use the throws provided and keep the dog from contact with the soft furnishings. We will have to levy an extra cleaning charge if they have been in the bedrooms (and on the beds - damaged sheets will have to be paid for) or on the uncovered sofas.
13. When you bring a muddy dog back from a walk, please clean them off using the outside taps and the canine towels provided. On no account use the white towels provided for human use.
14. Poop patrol! It is vital you pick up after your dog around the Property. In addition, when taking your dog(s) for a walk, please pick up after them where necessary. We provide free poop bags and a dedicated poop bin so please use them whatever the weather.
15. On arrival (especially as your dog familiarises itself with the property), and at all other times when outside the property, your dog must be kept on the lead, this means keeping them on the lead when you first set out for your walk. You must obey the countryside code (<https://www.gov.uk/government/publications/the-countryside->

[code/the-countryside-code](#)) and keep your dog under close control at all times for their own safety as well as for the benefit of other dog owners, livestock and wildlife.

- 16.** At Barn Owl Retreat and Peregrine Retreat your dog must be on a lead when you walk between the property and the 'designated dog area'. Other guests may have dogs too, so control is important at all times.
- 17.** The garden at Old Barn House and 'Designated Dog Area' at Bettws Court Retreats is used at your own risk. We accept no liability for any damage or injury whilst using the area. For your own safety: if the dog happens to get into a field with the cows do not go in after the dog. Instead stand behind the fence and call the dog back to you.
- 18.** We provide a dog crate for you, with cage mat. Your dog must not be left alone with free run of the property. If you have to leave the dog unattended then it must be crated. If you have a puppy please take extra care as they will chew the furniture or soft furnishings here in our property! Maintaining our standard is key to our business and we can't always repair things, it has to be replaced. Any damage or replacement items required will be your responsibility to reimburse us.
- 19.** Please only follow footpaths. Please do be aware there may be animals in the fields, and we recommend you do not take dogs into fields with animals. Please also make sure you close any gates behind you.
- 20.** We regret that dogs that bark continuously are not allowed as they might disturb the neighbours. If any dog is persistently causing nuisance or distress we reserve the right to ask the owner to leave.
- 21.** Please thoroughly clean the property, including dog hair, before you leave; if properties require additional cleaning or dogs have been on the beds, or an uncovered sofa, we will charge a £100 fee to cover the cost.
- 22.** You must let us know in advance if you're intending on bringing your dog(s). All dogs must be booked in by prior agreement. Any dogs that have not been booked in may not be allowed to stay and you will need to book them into a local kennel. All dog(s) will be charged at £25 per dog per stay (up to the maximums stated). Please see clause 12 of our Booking Terms and Conditions.