

Booking Conditions

Rental Period

Mid and high season bookings are Saturday to Saturday unless otherwise agreed. The property will be available from 3pm onwards and visitors must vacate by 10am on the day of departure to allow sufficient time for the house to be prepared for the next guests (this may vary if agreed by prior arrangement).

Charges and terms of payment

The rental charge for the week is as stated on the booking form. A booking deposit of 25% of the full rental is requested at the time of booking. The full balance is payable 6 weeks prior to the holiday commencing (you will receive a reminder at that time) – any failure to pay the balance will be considered as a cancellation and any deposit paid will be forfeited.

Our prices include reasonable usage of gas, electricity and water. We provide all bed linen and towels for the house, but we ask that guests bring their own towels for the pool.

Other deposits and charges

At the same time as the full balance is payable, you will be asked to provide a security deposit of £100 against any damage or loss that may be caused to the property, and against excessive utility or telephone costs.

This deposit will be held by us and refunded in full (or part) within 14 days of your return home.

A charge for cleaning the house after you leave is included in the rental cost as is the cost of pool maintenance.

Cancellation

In the event of cancellation by the hirer any monies paid are non-refundable. However, we will endeavour to re-let the property and, if successful, will refund all monies paid, less an amount for administration. We reserve the right to cancel bookings for the property if, through circumstances beyond our control, the property becomes unsuitable or unavailable for rental. In the unlikely event of this occurrence we will reimburse all monies paid by the hirer.

Insurance

We strongly advise the hirer to take out insurance cover for himself/herself and other members of the party against personal injury and third party loss or injury arising from their rental of the property. By signing the booking agreement forms, the hirer agrees that the owners of the property would not be held responsible in any circumstances for any such injury or loss.

The hirer is also advised to take out comprehensive travel insurance at the time of booking, covering all the usual holiday eventualities including recovery of any rental and other travel costs in the event of cancellation by either party. The owners will not accept liability for any costs, damages or expenses incurred as a result of cancellation. We strongly suggest that car breakdown insurance is purchased if you are travelling by car.

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In the event of minor breakages (e.g. glassware or china), the owners respectfully ask the hirer to replace with like items if possible. Alternatively a note left for the cleaner detailing the breakage would be helpful. In all other cases where there are losses or damage to the property caused by the hirer or members of his/her party, these must be reported to the managing agent within 24hrs of the occurrence.

Occupancy conditions

Les Deux Marronniers is designed to sleep up to 8 people. This number must not be exceeded without the prior consent of the owners. Sub-letting to another party without the prior written agreement of the owners is forbidden. The pitching of tents and parking of caravans or mobile homes is not allowed. No pets are allowed at the property.

A note to hirers

We know how important it is to the successful start of your holiday that on arrival at the property it is clean and tidy. We do all we can to ensure that this happens and it helps us greatly to prepare for our guests if the previous visitors have left the property basically clean and tidy.

In the event that we need to arrange extra cleaning we reserve the right to deduct the costs from the security deposit.

Should you have any problems or complaints whilst you are in France, please contact our agent without delay (details in arrival letter). We will do our utmost to remedy the situation promptly.

It's worth us pointing out that the property dates back to the mid 1800s and as such has a few steps here and there with some tiled and wooden floors, so we ask you to take extra care when you first arrive and familiarise yourself with the house.

We have a local Englishman called Charles who is the guardian of the property and tends to the garden and swimming pool for us. He may pop over a few times during your stay to ensure the pool is in good condition and cut the lawns. We hope this is ok but if you would rather he visited whilst you are out, please do ask him, he would be only too happy to accommodate. Charles knows every inch of the property so do ask if there is anything you need help with.

We will also have the beds & towels changed and a quick clean of the property mid way through by Charles's partner Isobel, if you have booked a two week holiday.

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