

LA PORTE BLEUE – GENSAC RESERVATION CONDITIONS

1. Agreement

These are the Terms & Conditions of the agreement made between the Owners of La Porte Bleue, Gensac and the Lead Guest named in the Reservation Confirmation Form accompanying this document. Upon receipt of the correct Reservation Deposit by the Owners, these T's & C's are deemed to have been read, understood and accepted by all parties/Guests.

2. Brochure & Accuracy

Whilst every effort has been made to ensure that the brochure(s) and all advertising material are accurate at the time of publication, the Owners cannot be held responsible for changes or matters outside their control. All information is given in good faith but no warranties are made regarding information provided, either written or oral.

3. Reservation & Payment

Reservations are made/agreed by E-mail and confirmed via the Reservation Confirmation Form issued upon receipt of the deposit of £300. This payment will be retained as a security deposit and returned to you in full* (*subject to any damage) within 7 days of departure, usually by bank transfer. Payment of the full balance of the reservation monies must be made as detailed in the Reservation Confirmation Form.

4. Prices

Prices are inclusive of Tourist Taxes, electricity* (*an excess of 50 units per week will be chargeable), gas, water, internet and the provision of bed linen, tea towels, towels and pool towels. Under no circumstances may the notified number of persons per Reservation Confirmation Form be exceeded. Additional, non-notified Guests, will be charged at £50 per Guest/per night.

5. Cancellation

It is recommended that Guests take out insurance to protect the risk of cancellation from the time of booking and for medical, baggage cover etc. whilst abroad. Should the cottage be unavailable on the day(s) stated, due to unforeseen circumstances, every attempt will be made to relocate Guests. If this is not possible, all rent monies will be refunded without question but no further liability shall fall upon the Owners. There will be no refund for cancellations made less than 21 days before arrival date. If the full amount and/or the deposit are not received by the due date(s) the Owners reserve the right to cancel the reservation.

6. Guest Responsibilities

The property will be cleaned before every Guest arrival and Guests are respectfully reminded that they are staying in someone else's home and to leave it clean & tidy upon departure. If *extra* cleaning/rubbish removal/glass recycling is required a minimum charge of £50 will be levied. Breakages should be reported to the Owners in order that they can be rectified before the next Guests arrive. Unless otherwise agreed in writing, arrival time is after 16:00hrs and departure by 10:00hrs on the day of departure (otherwise you could be charged extra rental) in order to give enough time between clients to ensure that the property is ready. If you expect to arrive after 19:00hrs please telephone (0044) 7415 – 755277. The cottage is in a residential area and due consideration must be given when entering/leaving the cottage late at night and/or early in the mornings. Excessive noise such as loud music and/or gatherings of more than six people on the premises are not appropriate.

7. Complaints

Whilst every possible effort will be made to maintain the household furnishings, equipment and pool in good order for the enjoyment of all Guests, the Owners cannot accept liability in the event of any unforeseen calamity, but will do everything within their power to deal with any difficulties both quickly and effectively in order to rectify the problem as soon as possible. In the event of any complaint arising, either on arrival or after occupation has commenced, this should be brought to the attention of the Owners immediately, so that remedial action, where necessary, can be taken without delay. The Owners retain the right to enter the property at any reasonable time to deal with any complaints and to carry out any repairs deemed necessary to the property or equipment.

8. Swimming Pool - Open all year round. Heated between May and October – c.7m x c.3m x c.1.3m.

The pool is for exclusive use by Guests during their stay and is fitted with a safety alarm. No diving is permitted as the pool is just c. 1.3m deep. Children/non-swimmers to be under adult supervision at all times. Picnic ware is provided for use around the pool as glass is not permitted on the terrace for safety reasons. The use of fake tanning products is prohibited as it stains the pool liner and furniture.

9. General

Smoking and/or Pets/animals are not permitted anywhere on the premises. Vehicle parking (public/free & nearby) is at owner's risk. Storage of bicycles inside the cottage is not permitted, but the Owner's will be happy to organize storage in their garage by prior written arrangement. Guests shall not lease/sub-lease and/or assign any part of the premises without the prior written consent of the Owners. The use of fake tanning products is prohibited anywhere on the premises as it stains the bed linen, furniture and pool lining.

10. This agreement and its terms & conditions are governed by English law. A breach of any of these terms may result in the forfeiture of the security deposit and, if necessary, further charges shall be incurred to rectify damage to the property and its contents.

July 2017