

## Booking Terms and Conditions

Your contract is with Michelle Rey ("we", "us" and "our" in these Booking Conditions) for the property known as La Cour ("the property"). References to "you" or "your" are references to the person making the booking and all members of the holiday party.

These Booking Conditions form the basis of your contact with us so please read them carefully. Nothing in these Booking Conditions affects your normal statutory rights.

### 1. Making your Booking

When you book the property with us you should return the completed Booking Form, together with your security deposit (100€). Transfers should be made to Michelle Rey. Your deposit to secure the holiday should be made by bank transfer - details will be forwarded under separate cover and we will confirm receipt of monies once they hit our account. Please note that this deposit, in the event of cancellation, will not be refundable.

Once the completed Booking Form and the Initial Deposit have been received and accepted by us, we will issue you with a confirmation email. The contract is made as a consumer for the purpose of a holiday and you acknowledge that no liability can be accepted for any business losses how so ever suffered or incurred by you.

You should carefully check the details of our confirmation email and inform us immediately of any errors or omissions.

### 2. Paying for your booking

You are required to send to us your payment of the rest of the rental at least 8 weeks prior to the arrival date. If you fail to make payment due to us in full and on time we may treat your booking as cancelled by you.

We will hold the security deposit to be applied against replacement of any property furnishings, fixtures and fittings or if the accommodation is not as found. We will return the security deposit to you within 14 days of the end of the holiday period, less any deductions in accordance with the conditions listed above.

### 3. If you cancel or amend your booking

If you need to cancel or amend your booking you must telephone us on the number shown on our written confirmation as soon as possible.

You will also be required to confirm your cancellation in writing or by email to the addresses shown above. A cancellation will not take effect until we receive written

confirmation from you.

If you cancel your booking more than 8 weeks prior to the arrival date we will only refund the monies paid in the event that we re-let the week/s in question.

If you cancel your booking less than 8 weeks prior to the arrival date, we reserve the right to retain the initial deposit and the rental. In these circumstances we will refund the rental (less any additional costs incurred to you if we are able to secure an alternative booking for the property).

#### 4. Your accommodation

You agree to keep and leave the property and the furnishings, kitchen equipment, crockery, glasses, bedding and towels clean and in good condition.

You agree not to cause any damage to the walls, doors or windows of the property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties.

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).

You cannot allow more people to stay in the property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the property, nor can you take your pet into the property unless it has been arranged in advance and it is shown on your confirmation. If you do so, we can refuse to hand over the property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.

You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs.

#### 6. Complaints

Every effort has been made to ensure that you have an enjoyable and memorable stay. If, however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily

resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the property) cannot be possibly investigated unless registered whilst you are in residence.

If any complaint cannot be resolved during your holiday, you must write to us with full details within 28 days of the end of it.

## 7. Law

The contract between you and us is governed by the law of France and we both agree that any dispute, matter or other issue which arises between us will be dealt with by the Courts of France.