

Holiday Rental Terms and Conditions for Le Tilleul

A confirmed booking exists when either written or email confirmation of that booking is accepted by the owners or their representative.

For legal purposes the term “property” refers to the farmhouse known as “Le Tilleul” in Saint Quentin de Chalais, Charente, France.

Guests have the right to occupy the property for the purpose of their holiday only and will have no security of tenure.

Guests must agree to use this property solely for the purpose of a private holiday residence for the maximum number of people shown on the booking form and agree **not to**:

- use the property for any improper, illegal, or immoral purposes
- to sub-let the property
- cause (nor allow any guests or visitors to cause) any nuisance, annoyance or disturbance to neighbours.
- smoke or allow smoking in the property, garden or pool area.
- keep pets in the property.

Failure to comply with the requirements above will result in the agreement being terminated.

A 25 percent, non-refundable deposit will be taken at the time of booking. The remainder of the payment will be due 6 weeks before arrival. If arrival is less than 6 weeks from booking the full payment is due when the booking is confirmed.

Guests will pay a refundable damages deposit, as stated in the booking correspondence, to the owners when the balance is due. The damages deposit will be refunded without interest to the guests within 21 days of vacating the property. Deduction will be made for all reasonable costs to remedy any damage to the property, contents, grounds or swimming pool thereof incurred by the owners as a result of the actions of the guests. This includes excess cleaning costs in the event that the property is left in an unreasonably dirty or very untidy condition.

If a booking is cancelled within 6 weeks of the start date, no refund of the rental fee will be made by the owners, unless the property is re-let for the period. It is strongly recommended that guests take out cancellation insurance.

The property will be available after 4pm on the start date unless a separate agreement is reached.

The property must be vacated by 10:00am on the departure date unless a separate agreement is reached. Keys must be returned on the day of departure or a charge of £100 will be incurred to replace locks and keys.

The property is a no smoking property. Rubbish should be disposed of as explained in the instructions within the property. The accommodation and its contents must be left clean and tidy and in the same condition as when the guests arrived.

As the accommodation has 2 woodburners, guests must comply with the instructions found in the welcome pack, particularly regarding the appropriate fuel to use for your safety.

Guests agree to repair, replace or pay for any items damaged through neglect, misuse, or carelessness on the part of the guest or any visitors to the property. When damage occurs, either by negligence or deliberate action of a guest, the guest agrees to indemnify the owner against any associated losses, including lost income.

Guests will notify the owner or the owners' agent of any repairs which are necessary and allow the owner or owners' agent access to carry out repairs.

If, for unforeseen circumstances, a property becomes unavailable for a confirmed booking, guests will be informed as soon as possible. Guests are then entitled to a full refund of monies paid to date. The owners' liability is limited to monies paid to date.

The owners will not be responsible for loss or damage to any personal items belonging to guests during the course of their stay.

Pool safety: Children under the age of 12 years must be supervised by a

responsible adult at all times within the pool area. Guests must accept full responsibility for switching on the pool alarm at all times when the pool is not in use in accordance with French law. The pool alarm must be switched off before entering the pool.

The Terms, conditions, contracts and disputes in connection with this agreement are governed by The Laws of England and France.