

Booking Terms and Conditions

CANCELLATIONS/ALTERATIONS

If for any reason you wish to cancel your booking, please advise by telephone as soon as possible and then confirm by email or post. We will always try to re-let to minimise your loss and, if you advise us before the final balance is due, we retain only your deposit. Should you cancel after the final balance has been paid, we will attempt to re-let and, if successful, we will refund the full amount less the 25% deposit. If for any reason you wish to change your booking and another date is possible, a small administration fee of 15 euros will be charged. But if this is not possible, the original holiday remains booked and cancellation conditions apply. You are strongly advised to take out a comprehensive travel insurance policy to include cancellation cover and to have full cover for the party's personal belongings and public liability.

GUESTS' RESPONSIBILITIES

Security/Breakages deposit - A cheque for £100 (payable to R.J. Lamb) to be sent with the booking form. The cheque will not be cashed. This deposit is to cover any damages, breakages, or extra cleaning. The gite is to be left in a clean and tidy condition on departure, and the deposit will be returned within 14 days after the end of the holiday, with any deductions for damage, breakages or for any extra cleaning having to be carried out. You will also be liable for any damage in excess of the deposit amount.

The use of the accommodation, equipment and any other amenities on site is entirely at the Guests' risk and no responsibility can be accepted for injury, loss or damage to the Guests personally or their belongings including vehicles.

Although our pools comply with stringent French safety standards, it is the responsibility of our guests to ensure their own safety and that of their children around the pools. Please note that the pools are not heated and are decommissioned between the end of September and mid May each year.

PLEASE NOTE: In common with most of rural France we have septic tanks and so only natural body waste and French toilet paper may be flushed (no plastic or rubber goods or English toilet paper, which is apparently too harsh!). Also, only septic tank toilet cleaners should be used. An initial supply of toilet paper and cleaner will be provided

Sorry, we are unable to take pets.

OWNERS' LIABILITIES

The Owners shall not be liable to the Guests for any temporary defect or stoppage in the supply of public services, nor in respect of any equipment, machinery or appliance in the accommodation or garden; nor for any loss, damage or injury caused by adverse weather conditions, riot, war, strikes or any other matter beyond the control of

the Owners; nor any loss, damage or inconvenience caused to or suffered by the Guest should the property be destroyed or substantially damaged before the start of the rental period and in any such event the owner shall, within 7 days of notification to the Guest, refund all sums previously paid by that Guest in respect of the holiday period. Under no circumstances shall the owners' liability to the Guest exceed the amount paid to the owner for the rental period.

OTHER INFORMATION

The gite is available from **4pm** on the first day of your holiday. Please advise us if you will be arriving later than 8pm. The gite is to be vacated by **10am** on the day of departure, unless otherwise agreed. Duvet and bedlinen are provided for each bed for the duration of your stay. If an extra change of bedding is required there is a charge of 6 euros per bed per week, payable at time of change.

We welcome everyone to Les Ribaudieres, but if smokers are included in your party, please let them know that smoking is not allowed in any of our properties.

PARKING

Each of our properties has a parking bay for one car. Please let us know if you and your party will be coming in more than one car, so that we can arrange additional parking.

Finally, we will be delighted to welcome you to Les Ribaudieres and this beautiful part of France, and look forward to meeting you.