

BOOKING CONDITIONS

1. Brochure and Accuracy

Whilst every effort has been made to ensure that all information given on our website (www.lacARRIERE.co.uk) and other advertising material is accurate at the time of publication, we cannot be held responsible for changes or matters outside our control. All information is given in good faith but no warranties are made regarding information provided, either written or oral.

2. Booking and Payment

When we have confirmed availability, the booking is confirmed on receipt of a non-refundable deposit of £75, or the full price if you are booking less than eight weeks before the starting date of the booking. For a cancellation made within 4 – 8 weeks of the starting date of the booking we refund 50% of the balance and 25% for a cancellation made within 2 – 4 weeks of the start. There will be no refund for cancellations made within 2 weeks of the starting date.

3. Number in party

The number of persons for the booking agreed with us at the time of the booking cannot be exceeded without our permission.

4. Prices

Prices are per week and are inclusive of electricity (consumption in excess of 50 kwh per week will be chargeable), gas (but see below), water and the provision of bed linen. If you wish to provide your own bed linen we reduce the rental price for the booking by £25. Towels can be provided at a charge of £25 per booking. Bottled gas is used for the cooker: there is always some residual gas in the bottle and it may well not be necessary to replace the bottle during your stay – if you do need to do so, there is a spare available. Let us, or our agent, know if you use this so the empty one can be replaced.

5. Cancellation

It is recommended that you take out insurance to protect the risk of cancellation from the time of booking and for medical, baggage cover etc. whilst abroad. Should the house become unavailable on the day 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 will fall upon the owners.

6. Arrival, greeting and departure arrangements

Please arrange to arrive at the property between 4.00 and 7.00 p.m., unless we have agreed some alternative arrangement. We appreciate a phone call about half an hour before your expected arrival time and will give you details of the number to ring.

Please leave by 10.00 a.m. 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. We will make arrangements with you for return of the keys and normally either we, or our agent, will come round to the house before you leave.

7. Cleaning and breakages

The property will be cleaned before your arrival and we ask you to leave it clean and tidy when you depart. If extra cleaning is required a minimum charge of £50 will be chargeable. Breakages should be reported to us, or our agent, in order that it can be rectified before the following clients arrive.

8. Complaints

In the event of any complaint arising, either on arrival or after occupation has commenced, this should be brought to our attention immediately so that remedial action, where necessary, can be taken without delay. We will do everything possible to deal with any difficulties both quickly and effectively. We retain the right for us, or our agent, 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. Any complaint after departure must be in writing within 14 days of your departure.

9. General

Whilst every possible effort will be made to maintain the household equipment in good order for the enjoyment of our guests we cannot accept liability in the event of any unforeseen calamity but would ask you to bear with us whilst we attempt to rectify the problem as soon as possible. We do not accept smoking in the house. If the house needs to be fumigated due to excess smoke a minimum charge of £50 will be chargeable.

Cars can be parked in the grounds of the house at their owners risk.

These conditions are to be governed and interpreted by English law.