

LA BASTIDE NORD, 33220, FOUQUEYROLLES, FRANCE
BOOKING CONDITIONS

1. Booking and Payment

25% deposit (non refundable) will be required at the time of booking. The balance (an invoice will be sent to the client) is to be paid 8 weeks before the start of the rental period. A security deposit of £200 will be required on arrival to cover any damages to the property or its contents or any additional cleaning required at the end of the letting period. It will be refunded within 7 days of departure if everything is in order.

7. Cancellation

In the event of a cancellation, refunds of balance paid will be made if the owner is able to re-let the property.

2. Prices

Prices are per week and are inclusive of electricity and the provision of bed linen, bath towels and beach towels.

3. Your responsibilities

Your property will be cleaned before your arrival and we respectfully ask you to remember that you are staying in someone else's home and to leave it clean and tidy when you depart. If extra cleaning is required a minimum charge of £50 will be levied. Breakages should be reported to the owners in order that it can be rectified before the following clients arrive. Please do not arrive at the property before 4.00 p.m. and kindly leave by 10 a.m. on the day of departure in order to give enough time between clients to ensure that the property is ready.

4. Complaints

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 action, where necessary, can be taken without delay. They will do everything possible to deal with any difficulties both quickly and effectively. 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. Any complaint after departure must be in writing within 14 days of your departure.

5. Swimming Pool

No drinking glasses or bottles to be used around the pool (plastic only please) or food (crisps etc). Children to be under parent's supervision at all times as the owners cannot be responsible for their safety as there is no lifeguard on duty. There is an approved security alarm.

6) Insurance

Clients are advised to take out a comprehensive travel insurance policy, including personal, public liability etc. since these are not included in the owner's insurance.

7) Personal Belongings

Baggage and personal belongings are at the clients' risk at all times. No responsibility can be accepted for damage or loss of its contents to any vehicle.

8. General

Whilst every possible effort will be made to maintain the pool and 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 accept smokers but would appreciate you smoking outside