

## TERMS & CONDITIONS

### Reservations

When we confirm your chosen dates are available, we will advise you of the deposit required. Once this and a signed booking form are received your booking is guaranteed. We will write a confirmation letter with full information, including travel instructions. The balance is payable 6 weeks before the arrival date and this will be shown on your confirmation letter. For bookings made within 6 weeks of the start date, the full amount is payable at the time of booking. We are regretfully unable to accept bookings from anyone under the age of 18.

### Cancellation

If you are unfortunate enough to need to cancel your booking please notify us immediately by telephone and confirm in writing. Cancellation charges are as follows:

Up to 6 weeks before start date - 50% deposit,  
Less than 6 weeks before start date - Full rental cost

**You are strongly advised to arrange insurance against cancellation of your holiday.**

### Arrival/Departure

Lettings are from 16.00 to 10.00, Saturday to Saturday. Please do not arrive before 16.00 on Saturday to give us time to prepare your accommodation. If you are likely to arrive after 20.00 on Saturday, please let us know. If for any reason you are delayed unexpectedly, please telephone as soon as possible so that we can arrange to be there to meet you. Departure time is no later than 10.00.

### Included in the Rental Charge

All linen (including beach/pool towels), is provided. Heating, water, electricity, use of swimming pool & leisure facilities, use of dryer for laundry during wet weather; bicycles, children's' play area and boules available for guests' use. A welcome pack of essentials awaits guests' arrival. Guests are also invited to an informal supper the evening they arrive. Weekly cleaning and full cleaning on departure included. French law requires us to collect a local *taxe de sejour* of €1.26 per adult per night. This will be added to your final account at the end of your stay.

### Breakages/Damage/Cleaning

We have chosen not to request a security deposit. Your accommodation should be left in the state in which you take it over and as you would wish to find it. We accept that accidents happen but in the event of significant damage or breakage we would hope to agree a sum before departure. (See Pets clause below if you are bringing a pet)

### Occupancy

The hiring is made on the understanding that only the persons named in the booking form shall occupy the premises. Any changes to be notified as soon as possible.

### Availability

The accommodation will be placed at your disposal on the date stated, but should this not be possible for any reason, we will make every effort to provide alternative accommodation or to give a prompt and full refund of all money paid. No compensation above the total amount of money paid for the rental will be payable in case of non-availability of accommodation.

### Visitors

You are welcome to invite visitors to the Mas, but for insurance and legal reasons - and to ensure that all our guests are able to enjoy the peace and tranquillity of this place - we have to ask that you comply with the following:-

- the number of guests is strictly limited to 5 in Le Grenier, 3 in La Bergerie, 2 in Le Murier
- we are informed of the names of any day visitors to the Mas and you ensure that they understand the conditions included in the Terms and Conditions you agree to on booking
- visitors who are not staying at the Mas are not permitted to use the pool

### Smoking Policy

The hiring is made available on the understanding that the property is strictly No Smoking. Smoking is permitted in the meadow area only, subject to sensible precautions in dry weather. This is a high risk fire area. The person making the booking undertakes to ensure each member of their party, as well as any visitors, understands and respects this.

### Pets

We welcome well-behaved pets in the Bergerie if agreement has been given to your pet joining you on holiday. We do however require a refundable €300 deposit, payable in cash or by credit card at the time of booking. In the event extra cleaning is required or there is damage by your pet, deductions will be made and the balance returned to you within 7 days. Pets must not be left alone in the accommodation or permitted on beds or furniture. Pets are not permitted in the pool garden. We have free-range chickens and owners are responsible for ensuring their dogs do not chase the poultry and are kept under control

### Accessibility

The property is very ancient and nothing is level. It is also built on a hill and access to Le Grenier and Le Murier is by way of stone steps. We would, therefore, advise that unfortunately these gites are not suitable for people with mobility difficulties. La Bergerie is all on the same level on the ground floor with wheelchair access from car to apartment or pool garden. Wide doorways and plenty of space make this suitable for guests with limited mobility.

### Children

The nature of the mas and the layout of the gites makes it most suitable for those over 16.

### Disputes

All issues or disputes arising from the terms of this agreement will be settled under French law.