

BOOKING FORM

PROPERTY NAME            La Maison

HOLIDAY DATES FROM \_\_\_\_\_ TO \_\_\_\_\_

RENTAL -    WEEK 1            £ \_\_\_\_\_

                         WEEK 2            £ \_\_\_\_\_

                         WEEK 3            £ \_\_\_\_\_

SECURITY DEPOSIT            £ 400 (payable one week before arrival)

TOTAL                            £ \_\_\_\_\_

Full amount (less security deposit) payable if arrival date is less than 8 weeks.

CLIENTS NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TELEPHONE (daytime) \_\_\_\_\_ (evening) \_\_\_\_\_

MAXIMUM NUMBER OF PEOPLE IN PARTY \_\_\_\_\_

CHILDREN'S AGES \_\_\_\_\_

PET DETAILS \_\_\_\_\_

I AGREE TO ABIDE BY THE BOOKING CONDITIONS BELOW

SIGNATURE \_\_\_\_\_

## Booking Conditions

We look forward to welcoming you to Domaine du Chasselas. Please note that when you make your booking, you, and all the guests on whose behalf you are booking, are entering into an agreement with us on the following, binding terms and conditions:

### Check in and check out times

Check in is available from 4.00pm to 8.00pm on the day of arrival. Check-in times outside of those times must be confirmed with us prior to arrival.

Check out is no later than 11.00am on the day of departure. Keys must be returned on departure.

### Reservations

In order to secure your booking we require a non-refundable deposit of £350 payable upon booking. The remaining balance must be paid no later than 8 weeks before arrival. If your arrival date is within 8 weeks then the full amount must be paid upon booking. The security deposit must be paid one week before your arrival. All payments must be made by bank transfer. Provided there has been no damage, the full amount of security deposit will be refunded by bank transfer within 7 days of your departure.

If payment is not received, the booking will be cancelled.

### Cancellation by the Guest

We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. If a guest cancels then there are no refunds of payments made other than the security deposit.

We take all bookings in good faith, as we are unable to judge reasons for change, cancellation or non-arrival, therefore guests are reminded that no exceptions to the above conditions will be made and that any booking made forms a legally binding contract. For this reason we advise that you take out a suitable insurance product to cover against unexpected costs such as cancellation fees. In addition, we may take legal action, through the Courts, to recover any outstanding debts.

### Cancellation by Us

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full.

### Car Parking

A car park is available for guests' use at the front of the property, next to the main road. Cars parked here are at owners' risk.

### Damage and Breakages

Please take care of our home. You are responsible and liable for any breakages or damage which you cause to the accommodation or its contents, the pool and the surrounding area, regardless of how that damage occurs. We reserve the right to charge for repair or making good any damage caused and the cost of such repair will be deducted from the security deposit. Gites

should be left clean and tidy. If additional cleaning (beyond what is normal) is required then there will be an additional charge deducted from the security deposit.

### Security Deposit

Each gite requires a security deposit that must be paid prior to your arrival. At the end of your stay we will clean and inspect the gite and if everything is in order we refund the deposit by bank transfer within one week. The deposit will not be repaid in cash on your departure as it takes several hours for us to clean and inspect the gite.

### CCTV

The site is covered by CCTV for the security of all guests. We will not keep or share the image recorded without your consent.

### Data

Some of the data gathered during the course of a booking may be held on computer. We would like to hold this data after your visit to be able to inform you of future offers. If you would prefer us not to hold this information please let us know.

### Toilets/Drainage

The property has a septic tank. Please do not flush anything other than bodily waste and toilet paper down the toilet. Absolutely no wipes, sanitary products, nappies or cotton wool as these will block the tank. Please use the bins provided. Similarly do not pour oil or fat down the sink as this can also block the tank, please pour it into a jar/bottle/empty tin and place in the bin.

### Rubbish

Please place all rubbish inside bin bags and dispose of it in the bins which are located on the main road. General rubbish goes in the first bin, recyclable rubbish (cardboard, paper, tins etc.) goes in the second bin. Glass must be kept separate and you must take it to a recycling point. Most supermarkets have a recycling point but the closest recycling point is in Castelsagrat in the carpark behind the main square.

### Swimming pool

We have a swimming pool that is available for use by all guests between 10am and 9.00pm. Please observe the following rules:

- No unsupervised children (parents are responsible at all times, there is no lifeguard).
- No glasses/cups/bottles/plates etc. in pool area. They can break and cause injury.
- No ball games.
- No sunscreen (please shower before swimming as sunscreen blocks the filters and leads to us having to close the pool for cleaning which can take several days and deprives all guests of the use of the pool).
- Please be considerate of others, no noisy

playing/splashing/jumping that would put off others using the pool/pool area at the same time.

- Please do not leave your towels/wet clothes/inflatables by the pool, take them with you whenever you leave the area.
- Please do not move parasols or remove loungers from the pool area.

We reserve the right to close the pool for repair/cleaning at any time. Guests who fail to keep to the rules will be asked to leave the property.

#### Barbecue and parasols

A barbecue is provided in both gites. If you use it, please clean it thoroughly and keep it under cover to prevent damage by the weather. Please do not allow children to play with parasols as the winding mechanisms can break easily. Please remember to fold up parasols at the end of the day, if you are going out and/or windy/raining to prevent damage by the weather.

#### Keys

You have access to the gite 24 hours a day throughout your stay using a set of keys given to you when you register on arrival. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged at 50 euros per set. Keys must be returned on departure. Please ensure that you always lock the property before leaving for the day.

#### Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

#### Lost Property

We advise you to check your gite very carefully before departure. We are happy to return items that have been left following departure but this will incur postage and packaging costs that must be paid for by the guest.

#### Missing Items

We reserve the right to charge for missing items.

#### Pets

No pets allowed without our prior agreement. Where dogs have been permitted, they must be on a lead at all times and the owner is responsible for clearing away any mess. Pets are not allowed in the pool area.

#### Unauthorised guests

No unauthorised guests are allowed on site.

#### Prices

We reserve the right to change our prices at any time. This does not affect bookings already made.

### Smoking

Smoking is NOT permitted within the buildings. Offending guests may be asked to leave immediately and may be liable for professional cleaning of any rooms and any outstanding balance of nights booked but not taken through early departure.

### Termination Policy

We reserve the right to terminate, without notice, an individual or groups' stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (please note that non-compliance of our non-smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

### Wi-Fi Access

By using our Wi-Fi Service you automatically agree to the terms and conditions of use in force at the time.

We reserve the right to amend these terms and conditions at any time.

You acknowledge and agree that all intellectual property rights (including, but not limited to, copyrights (including rights in software), trademarks, database rights, patents and inventions) in and relating to the service are owned by us and our licensors or contractors. Nothing in this agreement operates to transfer any such intellectual property rights to you.

We reserve the right to assign or sub-contract any of our rights and obligations under this agreement without notice to you.

If any provision of this agreement is found to be unenforceable by a court of competent jurisdiction, the other provisions shall nevertheless remain in full force and effect.

This agreement is governed by the laws of England and the parties hereto submit to the non-exclusive jurisdiction of the English courts.