



Terms and Conditions

General

So that you understand the basis of the contract between you and Gîtes des Papillons when you book your accommodation, we have laid out, as clearly as possible, the conditions on which your booking is made. Nothing in these conditions affects your normal statutory rights.

Bookings

A non-refundable booking deposit of 25% of the holiday is payable within 7 days of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, along with the breakage and cleaning deposit of £150, is payable not less than 8 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments as reminders are not routinely issued.

Bookings made less than 8 weeks prior to the arrival date must be paid in full at the time of booking.

Cancellation by the Holidaymaker

Depending on the time of cancellation the balance may be refundable either in full or in part as set out below.

Cancellation 6-8 weeks before arrival- 50% of balance

Cancellation 4-6 weeks before arrival- 20% of balance

Cancellation 4 weeks or less before arrival- no refund

However, we will try and re-let the Gîte and if successful we will refund money already paid by the guest less rent for any part of the period which was not able to be re-let and less an administrative charge of £30.

Therefore it is essential that cancellations are notified to us immediately by phone followed by an immediate written or emailed confirmation. For this reason we highly recommend that you take out travel insurance.

Cancellation by the Property Owner

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavour to find the holidaymaker suitable alternative accommodation. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

If any equipment breaks down during your occupancy, please notify us immediately. We reserve the right of entry to the property at all reasonable times for purpose of repair.

The property owner or our representatives reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

Whilst we really want you to feel at home and enjoy your stay, we respectfully request that no unreasonable amount of noise or disturbance is caused by the guest or any member of the guest's party.

We reserve the right to ask the guest and their party to leave the property, without refund, should the behaviour of the guest and/or their party be considered by the property owner or our representatives to be unreasonable.

Occupation of the Property

Only the named guests are permitted to use or stay in the property. If you are expecting overnight visitors, you must let us know. You and your party must not exceed at any time the number of sleeping places. The owners or our representatives have a right at all times to refuse access to the property for people who are not members of the party.

Pets

Pets are allowed in the property subject to the property owner's agreement. All pets must be house trained and the number and type of pet must not exceed what was agreed at the time of booking, otherwise a breach of contract will be deemed to have taken place.

Pets must not be left unaccompanied in the property at any time and must not be allowed on the beds or furniture. The holidaymaker shall be liable for all damage caused by his/her pet or any pet belonging to the holidaymaker's party. A charge will be made for any additional cleaning required. The property owner cannot be held responsible for any accident or injury to a pet during their stay.

Pets must be kept under control at all times and must not be left to roam freely without supervision.

All dog excrement must be picked up immediately and disposed of.

Arrival

To allow us to make sure the property is in perfect condition prior to your visit, we request that you check in at 4pm on the day your let commences. If you are unable to arrive at this time please let us know in advance.

[Time of Departure](#)

In order to allow us sufficient time to prepare the premises for incoming visitors, we ask that your Gîte is vacated by 10.00am on the day of departure. Late departure may result in an additional charge being made.

[Liability](#)

The owners accept no responsibility or risk for loss or damage to any property (including vehicles or their contents) of a guest or any member of the guest's party or of any person or persons visiting the premises with the consent of the guests.

Children must be supervised at all times.

[Cleaning](#)

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday the property is left in a clean, tidy condition and in the condition they found it. For example but not exclusively all dishes and cutlery should be washed and replaced in cupboards and refuse placed in outside dustbins, counters and floors should be cleaned. If it is not in the condition you found it on departure or if you would prefer to have it cleaned, a £50 to £100 charge will be made, depending on the condition it is left in.

[Breakages](#)

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Please inform the owner of any damage or breakage in or around the Gîte promptly so that it can be repaired or replaced for the next guest. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner or representatives) will not be charged for.

[Return of Breakage and Cleaning Deposit](#)

Your breakage and cleaning deposit, minus any deductions, will be returned to you within 1 week of the departure.

Any proposed deductions will be discussed with you beforehand.

[Smoking](#)

For the health and wellbeing of our visitors all our premises are strictly non-smoking. Smoking is permitted outside the gîte but an ashtray must be used.

[Linen](#)

One set of bed linen per bed is provided along with one set of bath towels, hand towels and pool towels are provided per person however we would request that the Gîte towels are not used around the pool area or anywhere else outside the Gîte.

One set of bed linen per bed is supplied but should you require extra sets please mark your requirements on the booking form.

[Pool](#)

The pool is used by the guests at their own risk. Children should be supervised at all times. The pool alarm should be activated by the guests when the pool is not in use.

[Complaints](#)

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

[Location Map, Directions and Key Collection](#)

Location Map and directions with key collection instructions will be sent to the booker on receipt of final balance.