

Terms and Conditions

Make your holiday a relaxing and joyful time by knowing as much as possible about our wonderful property. Please read these terms and condition.

BEL-AIR HOLIDAY BOOKING CONDITIONS

Detailed below are the terms of the agreement between us.

1. Booking and Payment: To reserve the farmhouse/gite the party leader (who must be over 21) should sign the Booking Form on behalf of the entire party and return it to us. A non-refundable deposit of 25% should be paid via Transferwise bank transfer within 24 hours of acceptance of your reservation. On receipt of the deposit, you will receive confirmation of your reservation. The balance due will be payable not less than 2 months before your holiday begins. If the balance of your account is not paid within 2 months before your holiday is due, we reserve the right to cancel your booking (please ring us if you have any problems)

a. If a reservation is made less than 2 months before the beginning of the rental period the total amount due plus the security deposit must be paid at the time of booking.

b. Please note that, for insurance purposes and the safety and comfort of all our guests, only those guests named on the booking form may occupy the gites and use the facilities at Bel-Air.

2. Breakage Deposit: A breakage deposit of €250 is payable with the balance due at least 2 months before the holiday begins. This will be refunded by bank transfer within 10 days of your departure, less any deductions for breakages or damage. This deposit will not apply to normal wear and tear. If there are any charges in excess of the breakage deposit, we will ask you to pay the additional cost. The damage deposit also covers any excess cleaning that may be required after the occupants have left the gite/farmhouse.

a. Arrival and Departure: The gite/farmhouse will be available from 4.00p.m. on the day of arrival and departure must be before 10.00a.m. on the day of departure.

b. In the unlikely event that you discover any damaged items on arrival, you agree to inform us immediately so that we can arrange a repair/replacement as soon as possible.

3. Utilities and linen: Bed linen is included in the rental. Bathroom towels and beach towels are provided (one bath towel and one hand towel and one beach towel per person). Tea towels are also provided.

For bookings of 2 weeks or more a change of bed linen bathroom towels will be

made available on request, at no extra charge.

a. We have a rural internet connection that is suitable for checking emails and surfing the web. The internet speed may not be as fast as you are used to and you may not be able to watch films or stream programmes. The internet connection is provided free of charge, if it fails we will do everything possible to get it reconnected but we do not guarantee availability. Please use the internet responsibly and ensure that illegal material is not viewed or downloaded using our wi-fi connection.

4. Cancellation: In the event of cancellation the rental deposit will normally be forfeit. If written notice of cancellation is received less than 2 months before the holiday commencement date, the hirer will also be liable to pay the remaining balance of accommodation rental, unless we have been successful in re-letting the gite. In all other respects, we will hold the client responsible only to the extent that we incur a financial liability.

We will of course try to re-let the property after we have received your written notification of cancellation.

5. Liability: Guests occupy the accommodation and the grounds entirely at their own risk and no responsibility can be accepted by the owners of BEL AIR for any loss, damage or injury, however caused. In particular, all children under the age of 13 must be accompanied at all times by an adult in the swimming pool area. Baggage and personal belongings are at the hirer's risk at all times. Under no circumstances will our liability exceed the rental paid for the accommodation (apart for personal injury or death caused by our negligence). Your booking is accepted on the understanding that the accommodation will be put at your disposal on the date agreed with us. Should this not be possible due to circumstances beyond our reasonable control the rental you have paid will be returned to you in full and you will have no further claim against us.

a. You are strongly advised to take out adequate insurance for your holiday. We cannot accept responsibility for losses or damage caused by events beyond our control such as strikes, industrial disputes, airport or port closures, fire, flood and other natural causes. You are also advised to have personal insurance to cover your holiday costs in the event of having to cancel because of illness or accident of one of the party members.

b. Please remember to obtain a European (EHIC) Health card before you come as although there are reciprocal health care arrangements with France, it makes things easier if you should need to visit a doctor during your holiday. If you are driving you are advised to have European Assistance for your car.

6. Smoking: The gites are strictly NON-SMOKING.. Please do not smoke inside the

gites or the games room or in the vicinity of the swimming pool or playground area.

7. Cleaning: The gite should be left in a clean and tidy condition, as you would like to find it. If you wish to avail of our end of stay cleaning service the charges are as follows:-

- a. Chenes I 60€
- b. Chenes II and Chai 75€
- c. La Chouette 85€
- d. Chataigniers 100€

Please book this service in advance.

8. Problems & Complaints: We will make every effort to ensure that you have an enjoyable and memorable holiday. However if you have any problem or cause for complaint it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return.

9. Acceptance of Booking Conditions: In signing the Booking Form you acknowledge that you have read these conditions and that you accept them without reservation or exception.

<https://belairgites.com/booking-terms-and-conditions.html>