

Domaine le Poteau

BOOKING CONDITIONS

1. Brochure and Accuracy

Whilst every effort has been made to ensure that the brochure and all advertising material is accurate at the time of publication, we cannot be held responsible for changes or matters outside our control. All information is given in good faith but no warranties are made regarding information provided, either written or oral.

2. Booking and Payment

Bookings can be made by E-mail or post and confirmed within 7 days with a deposit of 25% of the total price of stay (non refundable) or if you are booking less than four weeks before departure, the full price. This can be sent via cheque, bank transfer or PayPal. The final payment becomes due four weeks before your holiday date. There will be no refund 21 days before arrival. If the full amount plus the security deposit is not received by the due date we reserve the right to cancel the booking.

3. Prices

Prices are inclusive of electricity gas, water and the provision of bed linen and towels. Please bring your own pool towels.

4. Cancellation

It is recommended that you take out insurance to protect the risk of cancellation from the time of booking and for medical, baggage cover etc. whilst abroad. Should a cottage be unavailable on the day stated, due to unforeseen circumstances, every attempt will be made to relocate guests. If this is not possible, all rent monies will be refunded without question but no further liability will fall upon the owners.

5. 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. 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 3.00 p.m. and kindly leave by 11.00 a.m. on the day of departure (otherwise you could be charged extra rental) in order to give enough time between clients to ensure that the property is ready. If you expect to arrive after 7.00 p.m. please let us know.

6. Complaints

In the event of any complaint arising, either on arrival or after occupation has commenced, this should be brought to our attention immediately so that remedial action, where necessary, can be taken without delay. We will do everything possible to deal with any difficulties both quickly and effectively. We 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.

7. Swimming Pool - Open June to September - 7m x 4m

Pool towels not supplied - please bring your own towels. No swimming between 22.00 hours and 08.00 hours. No diving as the pool is only 1.5m deep. 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. Please ensure safety steps are locked after use.

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 no smoking is allowed in the property. If the cottage needs to be fumigated due to excess smoke a minimum charge of £50 will be levied.