

## Terms and Conditions

La Grue Gites, Mons 16140. France.

Please read our terms and conditions set out below, carefully.

Whilst every effort has been made to ensure that 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.

'Bois', 'Verre' and 'La Ferme' are our gites we offer for rental here at La Grue Gites. Once we (the owners) have confirmed your booking via email, you have 14 days to return our 'Terms and Conditions' signed and to pay your 50% non-refundable deposit. Payment can be made by bank transfer as follows:

Sort Code: 404311 Account Number: 51387189

During this time, the property will be reserved in your name.

If we do not receive the **signed Terms and Conditions and payment** within the aforementioned time frame, your booking will be cancelled.

The **balance must be paid 8 weeks (56 days) prior to your arrival** at our property **and so must the 200euro/pounds refundable security deposit**. If payment is not received by this date, the owners reserve the right to give notice by email that the booking may be cancelled.

Reservations made within six weeks of the start of the rental period require payment in full at the time of booking and include the 200euro refundable security deposit.

All amounts paid for the letting of the property are non-refundable. **Clients are advised to take out holiday insurance which should cover cancellation costs, loss of personal belongings and personal liability cover.**

### **Tourist Tax and other costs**

The tourist tax is set by the local commune and is included in your holiday rental price.

Any other costs incurred during your stay should be settled and paid in full in cash at the end of your stay. (Such as wood costs, breakfast, towel hire etc)

### **Security Deposit**

We are obliged to insist on damage cover and ask for **a refundable security deposit of 200euros/pounds**. Subject to deductions for breakages, damage or additional cleaning charges, your deposit will be refunded within two weeks of your departure by bank transfer. If the deposit is insufficient to cover the damages, you undertake to pay the difference in cost.

### **Cancellation by you, the client.**

Any cancellation by you must be provided in writing. Email is acceptable as long as there is confirmation of receipt by the owners. The effective date of cancellation is the date we receive written notification. Any monies paid will not be refunded.

### **Cancellation by us, the owners.**

In the extremely unlikely event of a significant change or the need to cancel your booking, we will inform you as soon as possible. We will offer you a full refund.

### **Rental Period**

Rentals usually run from Saturday to Saturday but please do ask if you have other requirements – we will seek to accommodate you. The rental period shall run from 4pm the first day of your stay until 10am of the last day of your stay.

Clients should seek to arrive between 4pm and 9pm.

### **Rental Conditions**

The maximum numbers to occupy each property are clearly stated on each property description on the website. These numbers must not be exceeded. The maximum number permitted includes babies and small children.

You, the client, agree to be a considerate tenant, to take good care of the property, and to leave it in good condition at the end of the rental period. You are expected to clean the gite and leave it in the same standard in which you found it. The owner reserves the right to make deductions from the security deposit for any extra cleaning, over the number of hours committed to departure cleaning.

The client and their accompanying party also agrees not to act in any way that would cause disturbance to those in residence in the neighbouring properties. We ask that residents respect a 10pm 'quietening down' time.

Any valuables left at the property are left at your own risk. We are not responsible for any loss. Proper care must be taken against theft and burglary. It is essential, and also your responsibility, to ensure that all doors, shutters and windows are closed and locked when leaving the property, or when walking in the grounds.

The client shall report to the owners without delay any defects in the property or equipment so that repair/replacement can be made as soon as possible.

For the comfort of all guests, **smoking is strictly forbidden inside all buildings** at La Grue Gites.

### **Services & equipment**

All our gites are fully furnished and equipped. The rental prices include bed linen, electricity, gas, water, WiFi and use of the swimming pool. Our Swimming Pool Code of Conduct is attached separately. In France, these swimming pool rules are the law.

**Towels (for indoor use only) are charged at 20 euros per week.** We ask that you bring your own beach towels.

An optional continental breakfast is available at a price of 7euros per person. Please enquire via email.

For low or mid-season rentals, heating will be charged separately to cover costs.

### **Liability**

The owner shall not be liable to the client:

- For any temporary defect or stoppage in the supply of public services to the property, or of any equipment, machinery or appliances in the property or in the grounds.
- For any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the owner's control.
- For any loss, damage or inconvenience caused to or suffered by the client if the property shall be destroyed or substantially damaged before the start of the rental period and in any such event, the owner shall refund to the client all sums previously paid in respect of the rental period.

I, the undersigned, have read and understood these Terms and Conditions from La Grue Gites.

Name:

Signature:

Date: