

Route de Montmoreau

BOOKING CONDITIONS for Route de Montmoreau via Holiday France Direct

1. Advertising and Accuracy

Whilst every effort has been made to ensure that the 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 the Brittany Ferries website. Once the booking has been made we will send you the total invoice cost which will **include the cleaning charge and refundable security deposit** (please see no.3 and no.4 below).

Under no circumstances can the prescribed number of persons per booking form be exceeded. The final payment becomes due eight weeks before your holiday date. A refund of 75% will be given up to 21 days before arrival. 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 per week per or per night if you are planning a short break. They are inclusive of electricity (an excess of 50 units per week will be chargeable), gas, water and the provision of bed linen and towels but do not include towels for use outside the house or at a pool. As mentioned in no.2 there is a **cleaning charge of £45 on top of your rental fee**. The cleaning charge is to cover the cost of sanitising the bathrooms, cleaning and sanitising kitchen appliances, washing floors, cleaning and vacuuming the bedrooms, cleaning the barbecue and removing waste from the site after your visit.

4. Security deposit

As mentioned in no.2 a **refundable security deposit of £40 is requested** which will be returned as soon as the house is checked and no later than within 14 days of your visit. As stated if the security deposit is not received by the due date we reserve the right to cancel the booking.

5. 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 the house 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 paid will be refunded without question but no further liability will fall upon the owners.

6. Your responsibilities

Your property will be cleaned and prepared before your arrival. 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. As stated there is a cleaning charge of £45 on top of your rental fee which covers the extra cleaning required following a visit. Your security deposit will be returned as soon as the house is checked and no later than within 14 days of your visit.

Please do not arrive at the property before 4.30 p.m. and kindly leave by 10a.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 the owners know in advance.

7. Complaints

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

8. General

Whilst every possible effort will be made to maintain 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 would appreciate you smoking **outside**. If the house needs to be fumigated due to excess smoke a minimum charge of £50 will be levied.

9. Car parking allocated covered and at owners risk.

10. These conditions are governed by English law.