

BOOKING TERMS AND CONDITIONS - GITES

1. GENERAL

All arrangements are made subject to the following conditions and the signature of the person on the booking form confirms that he or she accepts and agrees to be bound by these conditions.

2. CONTRACT

The contract shall be between the Hirer and the Owners, Mr & Mrs Render.

3. INITIAL PAYMENT

Bookings will be confirmed on receipt by the Owners of the appropriate initial payment, made payable to 'T.Render', as detailed on the booking form together with the signed and returned booking form. Shortly afterwards a booking/confirmation account will be issued incorporating the cost of the stay less initial payment made.

4. BALANCE PAYMENT

The outstanding balance is payable to the Owners 8 weeks prior to arrival. In default of the receipt of the balance the Owners reserve the right to cancel the booking and levy the cancellation charges as detailed in condition 5. We particularly recommend that the Hirer take out a suitable holiday insurance & cancellation policy.

5. BREAKAGES/FINAL CLEANING

The Owners appreciate that breakages can & do happen. Mr & Mrs Render trust that you and your party will treat your holiday home with respect and inform us immediately of any breakages/accidents. The Owners ask that all breakages are replaced like for like. Should your gîte be left in a condition that requires extra cleaning at the end of your stay, you will be informed of this and charged commensurate with the time spent in bringing the gîte back to the condition you originally found it in.

6. CANCELLATION FEES

43 days 29-42 days 16-28 days 1-15 days

Deposit 50% 75% 100%

Period before departure within which cancellation is received days

Cancellation charges as % of total cost of holiday or loss of deposit (whichever is greater)

Please note. Your initial booking deposit will be deducted from your final balance, which is payable 8 weeks prior to your arrival. In the event of a cancellation, it is non-refundable (see above).

7. ALTERATIONS

The Owners will endeavour to act upon a clients request for subsequent changes in the booking, but reserves the right to charge an administration fee of £15/€22.50 per alteration and to charge the client for any additional direct costs included.

8. ALTERATIONS & CANCELLATIONS BY THE OWNER

Though it is unlikely that any changes will have to be made to confirmation arrangements, it can happen and you will be advised at the earliest possible date. If for any reason beyond the Owner's control (Force Majeure) they are unable to provide you with the accommodation you have booked, the Owners reserve the right to cancel the booking and refund the amount paid to them. No travel or accommodation costs incurred will be borne by the owner in this circumstance.

9. AMENITIES

The use of accommodation and amenities, where offered, such as the pool, barbecues, cycles etc. is entirely at the user's risk and no responsibility can be accepted for injury and loss or damage to user's or visitor's belongings.

10. PERSONAL BELONGINGS

Baggage and personal belongings are at the clients risk at all times.

11. MOTOR VEHICLES

No responsibility can be accepted for loss or damage to any vehicle or its belongings.

12. HIRERS RESPONSIBILITY

The client is responsible under French law for the property and its contents whilst on holiday. Mr and Mrs Render will not be liable for any accident, damage, loss, expense or inconvenience whether to person or property which the client or any of his or her party may suffer arising out of or in connection with the holiday or resulting from any other cause whatsoever. Clients are strongly recommended to take out a Personal Travel and Cancellation Insurance Scheme to cover this eventuality.

13. ARRIVAL/DEPARTURE TIMES

The gîtes/apartment let will commence at 4pm on the day of arrival, and terminates at 10am on the day of departure. Please respect these times in order to allow for thorough cleaning of your accommodation for incoming guests. Failure to do so may incur extra charges. (See 5).

14. PARTY SIZE

In no circumstances may more than the maximum numbers of persons, as stated on the booking form, occupy a property except by prior arrangement made with the owners or their agent. The Owners reserve the right to refuse admittance if this condition is not observed.

15. POOL

The pool, surroundings and amenities provided are provided entirely at the user's risk. While every precaution is taken to ensure the safety of guests, Mr & Mrs Render cannot be held responsible for personal injury, loss or damage to user's or visitor's belongings whilst on site.

16. COMPLAINTS

Mr and Mrs Render have no wish to have dissatisfied customers and consider it part of the contract to be given an opportunity to put right any complaints you may have. In the unlikely event you need to complain please contact the Owners direct. This will provide the opportunity of settling grievances during your stay. The Owners cannot accept complaints made after the client has returned home, if they have not been given the opportunity to put right matters during the stay. Clients who abandon their holiday without first informing the Owners or their representative/manager on site, lose all rights to compensation.