

BOOKING CONDITIONS for 'CHEZ MACKENZIE'

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

Please note that the initial booking fee of £34 is the Holiday France Direct (HFD) commission which is non refundable and is paid direct to HFD.

Once you have paid this to Holiday France Direct, we require a 50% deposit of the rest of the amount due to secure the reservation for your holiday. The final payment plus a £200 refundable damage deposit is due 30 days before your arrival at 'Chez Mackenzie'. Our preferred method of payment is with PayPal by email (you can pay with your credit card even if you do not have a PayPal account).

Under no circumstances can the prescribed number of persons per booking form be exceeded (maximum no people = 4). There will be no refund after 30 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 during high season - low and medium season the minimum stay is 2 nights, and are inclusive of electricity (an excess of 50 units per week will be chargeable), gas, water and the provision of bed linen and towels. We do also have some towels for use around the swimming pool but you might want to bring your own if possible.

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 the 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. If extra cleaning is required a minimum charge of £50 will be levied. 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 4.00 p.m. and kindly leave by 10 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 telephone.

6. 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.

7. Swimming Pool - Open April to October - 8m x 4m x 1.3m (plus Steps).

Children to be under parents supervision at all times as the owners cannot be responsible for their safety as there is no lifeguard on duty.

8. General

Whilst every possible effort will be made to maintain the 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. **NO SMOKING inside the property.** If the cottage needs to be fumigated due to excess smoke a minimum charge of £50 will be levied.

9. Car parking allocated at owners risk.

10. These conditions are governed by English law.