

Terms and Conditions

Le Rhun - Booking Terms & Conditions

Booking and Payment

Bookings run weekly from Saturday to Saturday during June, July and August. To make a confirmed booking we require a deposit of 25% with the balance payable one calendar month before the beginning of the holiday. Payments can be made by direct bank transfer, euro cheque drawn on a French bank or sterling cheque at the prevailing post office exchange rate. Bookings made less than eight weeks before arrival must be paid in full at the time of booking. We reserve the right to cancel the booking if payment is not received within the agreed timescales. The number of people in the booking must not exceed the advertised gite capacity without special permission. All properties must have a responsible adult staying in the property.

Cancellations

Cancellations should be made in writing. Cancellations made more than eight weeks prior to the due arrival date will forego the deposit only. Those made less than eight weeks prior to the due arrival date will forego the full amount unless we are able to re-let the accommodation.

Should we be unable to perform our tasks due to exceptional circumstances outside our control resulting in the cancellation of the reservation; the guest will be offered alternative accommodation of the same value. Should an alternative not be available, we will reimburse the rental amount paid at the date of cancellation. We cannot accept liability for any other expenses or inconvenience incurred including but not restricted to flights, ferry charges or car hire charges resulting from the cancellation. We strongly recommend that guests take out comprehensive travel insurance before departure (including cancellation cover).

Arrival

Guests are welcome to arrive from 4.00pm onwards. If guests arrive earlier they are very welcome to drop off luggage to leave them free to go shopping or sight seeing. We are available from 4.00pm onwards to show guests around Le Rhun but before this time we are fully occupied ensuring that guest accommodation is ready for arriving guests.

Departure

Guests are requested to vacate their gite by 10.00am on the day of departure. Late departures may incur an additional cleaning fee of 20 euros as costs for cleaning staff are incurred from 10.00am.

Guests are requested to leave the property clean and tidy with all items put back in their original place, ie cooking utensils, crockery, bbq equipment. Guests are not required to strip linen from beds. If the wood burning stove or bbq has been used, ashes should be cleaned out and the bbq rack cleaned for the next guests.

A cleaning service is available for guests who wish to avail themselves of this service. The cost is as follows: Ecurie, Hibou 40 Euros; Etable, Chestnut Loft 50 Euros, Farmhouse 60 Euros.

Linen

Bed linen and towels are provided, but the towels are exclusively for use within the gite. Towels for use in the pool or at the beach may be hired from under the barn at €1 per towel. Bed linen and towels should not be laundered - we are happy to provide replacement linen upon request. We offer a complimentary linen change for bookings of two weeks' duration.

Care of Property, Damage and Breakages

Guests are requested to advise of any damage or breakages as soon as they happen so that we may rectify the situation.

Electricity, Gas and Water

Electricity, gas for cooking, wood for the woodburner and water charges are included within the rental price. If guests require additional heating, radiators are available at a cost of 20-30 euros per week depending upon the size of radiator.

Smoking

All gites, the pool area and the children's play areas are designated no smoking areas. We respectfully request smokers to dispose of cigarette butts thoughtfully and not to put them in gite kitchen bins.

Swimming Pool

The swimming pool is fenced in accordance with French law. Children under the age of 16 must be supervised at all times by an adult who must be in the pool enclosure with them. Diving is not permitted. No glass is allowed in the pool area and no sharp objects are permitted in the pool as they may damage the pool liner.

Pets

We regret that we are unable to welcome pets at Le Rhun to ensure the comfort of guests with allergies.

Conduct of Guests

We respectfully request guests to be considerate to other guests, particularly when dining al fresco late at night!

Complaints

Any problem should be brought to our attention immediately it becomes apparent so that we may rectify the situation quickly.