

La Croix Crespin

Terms and Conditions

All bookings are subject to these terms and conditions.

The Client is strongly recommended to arrange personal comprehensive travel insurance (including cancellation cover) and full cover for the party's belongings.

The cottage is a self catering holiday rental equipped for a maximum of 5 persons. We do not accommodate pets or smokers. No person or persons, who are not specifically named on the booking form, shall occupy the property or grounds at any time. If the party using the property is found to exceed the maximum permissible, we reserve the right to ask members of the party to vacate the property. Pitching of tents, parking of motor homes, or any other temporary accommodation is strictly prohibited.

Provisional bookings will be held for a maximum period of 10 working days to allow for the receipt of the non refundable deposit of £100 and agreement to the terms and conditions. On clearance of payment you will receive a booking confirmation.

The balance is payable not less than 8 weeks before the start of the rental period. If payment is not received by the due date the Owner reserves the right to give notice in writing that the reservation is cancelled. Reservations made within 8 weeks of the start date of the rental period, require full payment at the time of booking. All payments must be cleared by the date of travel.

A security deposit of £150 is payable with the final rental balance. This will be held against any breakages, damages, loss of keys or equipment and any additional cleaning or redecoration. The Owner will return to the Client the security deposit within one month of the end of the rental period; subject to any necessary deductions for damages, losses, additional cleaning or extras not separately paid for. If there are any charges in excess of the security deposit, the Client agrees to reimburse the Owners.

Bed linen, towels and tea towels are all included in the rental price. All fuel and utilities are included in the rental price, with the exception of barbeque fuel.

The rental period will start at 1600 hours on the first day of the rental period until 1000 hours on the last day of the rental period, unless previously agreed in writing with the Owners.

The Owners cannot be held responsible for changes to the Clients travel arrangements.

Bookings are taken on the understanding that the property booked will be available for the dates specified. In the event of a booking being cancelled or altered by reason of force majeure, including floods, storms, riots, strikes, wars and Acts of God, or other events outside the Owners' control, the Owner cannot accept liability. If the Client or any member of the Clients party falls ill during the rental period or has to return home early for any other reason, the Owners cannot be held responsible for any additional costs nor will any part of the rental charge be returned. If the property should be destroyed or sustain substantial damage before the start of the rental period. The Owner shall, within 7 days of notification to the Client, refund to all sums previously paid in respect of the rental period.

The Owners shall not be liable to the Client for any temporary defect or stoppage in the supply of public services to the Property.

The Client also agrees not to act in any way which would cause disturbance to the local community.

We ask that the Client leaves the property clean and tidy - cleaning equipment and materials are provided. All rubbish must be removed from the property prior to departure. Rubbish disposal instructions are in the information pack at the cottage.

The property has a septic tank and all holidaymakers must follow the instructions supplied at the cottage within the information pack.

The property is in a rural location as therefore is occasionally subject to rural noises, animals close by, insects and country smells. Please bear this in mind when booking.

There is a steep step out of one of the bedrooms onto the small landing and stairs. Please consider this when entering and leaving this room, safety gates can be provided for your use.

The Client shall report to the Owner/ caretaker (details in information pack) without delay any defects in the property or breakdown in the equipment or appliances. Arrangements for repair and/or replacement will be made as soon as possible.

The Client and his party leave personal belongings in or around the property entirely at their own risk and the Owners cannot be held responsible for any injuries or losses however caused.

In the unlikely event of a complaint about the property, the Client should report the complaint to the Owners/caretakers within 48 hours. Failure to do this may result in the Owners being unable to deal with the complaint during the rental period. Complaints cannot be accepted after the Client and his party has returned home and no opportunity has been given for the Owners to address the complaint during the rental period.