

## Terms & Conditions - Le Noyer

The following terms and conditions form the basis of your contract for the rental of Le Noyer. They set out our respective rights and obligations and you should therefore read them carefully. The responsibility to meet the terms and conditions is that of the person making the booking and that individual is responsible for all other members of their party.

### 1) Booking and payments

- a) Bookings are made via the booking form, which will be sent to you via email. The party leader (who must be over 18 years of age), must sign the form on behalf of all persons named on the form, confirming acceptance of these terms and conditions. Provisional bookings will be held for 7 days.
- b) The form should then be sent to us, along with the reservation deposit of €250 (by credit card if possible). This deposit is non-refundable. The booking is then a confirmed booking. We do not charge for credit card transactions.
- c) The outstanding balance, plus a security deposit of €200, must be paid no later than 8 weeks prior to the beginning of the holiday. Failure to pay on time may result in the accommodation being offered to an alternative client. Payments may be made by credit card or direct transfer in Euros. We do not charge for credit card transactions.
- d) Where payments are made through direct bank transfer the full cost for the transaction should be met by the party leader. This includes any fee that the receiving bank may charge on receipt of the party's payment.
- e) The rental period runs from **Saturday to Saturday**. The accommodation will be available from 4pm and must be vacated by 10am on the day of departure.

### 2) Cancellation

- a) A cancellation must be made in writing. Refunds will be calculated using the following scale:
  - i) 8 or more weeks notice - loss of deposit
  - ii) 4 to 8 weeks notice - 50% refund
  - iii) 2 to 4 weeks notice - 25% refund
  - iv) less than 2 weeks notice - 0% refund
- b) If a booking is cancelled by us we shall notify the person making the booking and offer a full refund or try and arrange other suitable dates. There will be no liability on the owner for the cancellation other than the repayment of monies received.

### 3) Insurance

- a) All persons booking a holiday are required to purchase insurance in order to cover the cost of cancellation by you and the cost of assistance and repatriation in the event of accident or illness. If you do not take out an insurance policy, we will not be responsible for any matters arising as a result. You will be responsible for reimbursing us for such sums we meet on your behalf.

### 4) Security deposit

- a) The security deposit will be refunded in full no less than 7 days after the day of departure, less any deductions for breakages or damage to the property. The person making the booking is responsible for informing us of any breakages or damage to the property.
- b) The owners cannot accept any damage or loss to clients' personal belongings or motor vehicles.

c) The property must be left clean and tidy and all rubbish removed. Any additional or exceptional cleaning costs will be deducted from the security deposit.

**5) Cleaning**

a) The cost of an end of stay clean is included in the rental price.

**6) Complaints**

a) In the event of any complaint, the client must immediately take it up with the owner or our representative. No complaints can be accepted after the clients have departed from the accommodation.

**7) Smoking**

a) The accommodation is non-smoking. Smoking outside the accommodation is permitted, using the ash trays provided. Please do not litter the exterior with cigarette butts and ash.

**8) Heating**

a) All electric heating costs are included in the rental price. Logs may be purchased at extra cost.

**9) Swimming Pool**

a) Guests are invited to use the owner's swimming pool at their own risk. The pool alarm system complies with French Law and provides an audible warning should anyone fall into the pool unintentionally. Children under 16 should be supervised by an adult in the booking party at all times in the pool area.

**10) Pets**

a) Pets are not permitted at Le Noyer.

**11) The cost of your holiday arrangements**

a) We reserve the right to increase or decrease the prices of unsold arrangements at any time before your booking is confirmed. You will be given the correct current price of your chosen arrangements at the time of booking.

**12) Trading Name**

a) Le Noyer is a trading name of the business A J R Enterprises (SARL), registered in France.

**Signed by Party Leader** .....

**Date** .....