

*LA TOUCHE*  
*3 route du bois bruneau*  
*86200 Arçay*  
*France*

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## **Terms & Conditions: Payment & Cancellation**

To secure a booking a £300 'non-refundable' deposit is required with your booking form, which will be sent to you on request to book. Please note 'non-refundable' becomes affective 12 weeks prior to arrival. Requested holiday dates will be held for a limited period to allow for payment, and the outstanding balance will be due 8 weeks prior to arrival with a damage deposit of £300.

If unforeseen circumstances occur resulting in a cancellation, from 8 weeks to the date of arrival, the period when full payment is requested/has been received, a guaranteed 25% of the full balance will be reimbursed. ONLY if the cancelled week(s) are re-booked will a 100% reimbursement be endorsed.

For your protection against such events we strongly recommend holiday insurance. By securing a booking you are accepting our Terms & Conditions.

## **Terms & Conditions: General**

**Arrival:** from 16h00 onwards / **Departure:** by 10h00

Please let us know your arrival and departure plans so keys can be arranged and we will attempt to accommodate any requests outside these times if requested.

**Rental prices** per week or short lets include electricity and water. The beds will be made up for your arrival with bath towels included. There is a standard end of stay cleaning charge of £60 which is requested with your final balance. We respectfully ask you to remember that you are staying in someone else's home and to leave it in a reasonable and tidy state when you depart - dishwasher emptied, bins and recycling taken out and bottles to the bottle bank when you leave please.

If the state of the house is unacceptable on your departure and additional cleaning necessary you will be advised. The housekeeper will notify this to us and we will advise you of the adjustment to your damage deposit when returned to you.

**Damage Deposit:** as a cautionary measure against any damage and breakages to the house/house items, a retainer of £300 is required with full payment. The retainer is

refundable within 7 days of departure. Breakages should be reported to the owners in order for things to be rectified before arrival of next guests.

### **Swimming Pool**

Pool towels are not supplied so please bring these. Children to be under parent's supervision at all times as the owners cannot be responsible for their safety and the pool gate is kept locked when unattended.

Pool cleaning visits will be made during your stay but we try to be unobtrusive.

Smoking is not permitted inside the house. Please clear up cigarette ends around the garden.

Pets are considered with prior agreement with a big request to clear up after them please!

Every effort has been made to maintain the pool and household equipment in good order but we cannot accept liability in the event of any unforeseen calamity.

**We welcome any questions and requests, and will try to accommodate you if possible, so please ask!**