

Chez Barrat
24600 St Martin de Ribérac
FRANCE

Booking Conditions

Detailed below are the terms of the agreement between you, the holidaymaker (The Client) and the owners or their representative, hereinafter called 'The Owner' Please read this information carefully. The party leader (who must be over 18 years old) signs the booking form on behalf of the entire party and this contract comes into existence on the date shown on the acknowledgement and confirmation invoice issued by us. Please note we do not send reminders and failure to pay the full holiday cost when due will result in our treating the booking as cancelled by you.

1. RESERVATION and GROUP NUMBERS

- a) At no time can the number of people staying at the property exceed the maximum number/ The maximum number to reside in the property must not exceed the number of people on booking form unless The Owners have given their written permission.
- b) The property is offered for holiday rental subject to confirmation by The Owner or their representatives.
- c) To reserve the property, the client should complete and sign the booking form, and return it together with payment of non-refundable deposit. Following receipt of booking form and deposit The Owner will send a confirmation invoice, the formal acceptance of the booking.
- d) The balance of rent together with security deposit (clause 2a) is payable not less than eight weeks before start of rental period. If payment is not received by due date, we reserve the right to give notice in writing that the reservation is cancelled. The client will remain liable to pay the balance of rent unless The Owners are able to re-let the property. In this event clause 8 of these conditions will apply. Reservations made within eight weeks of the start of the rental period require full payment and security deposit at the time of booking. –*see booking form for this booking*
- e) Any chargeable expenses arising during the rental period should be settled with the owners or the owners' representatives before departure.

2. SECURITY DEPOSIT

- a) A security deposit of £300 for each rental period is required in case of, for example, damage to property or its contents. However, the sum reserved by this clause shall not limit the client's liability to the owners. The Owners will account to the client for security deposit and refund balance due, normally within three weeks of end of rental period.

3. BREAKAGES

- a) The client agrees to pay for any breakages, losses or damage to the property and/or its contents caused or arising during the period of the letting and to inform the Owner. The Owner retains the right to deduct any costs from the security deposit.

4. CANCELLATION

- a) Subject to Clauses 1d and 1e above, in the event of cancellation, refunds of amounts paid will be made if The Owners are able to re-let the property, and any expenses or losses incurred in so doing will be deducted from refundable amount. The client is strongly recommended to arrange comprehensive insurance (including cancellation cover) and to have full cover for the party's belongings, personal liability, etc., since these are not covered by the owners' insurance.

5. RENTAL PERIOD

- a) The rental period shall commence at 4.30p.m. on arrival date and finish at 10.00a.m. on departure date. The owners shall not be obliged to offer the accommodation before the time stated and the clients shall not be entitled to remain in occupation after the time stated.

6. CARE OF THE PROPERTY

- a) The client agrees to be a considerate tenant and to take good care of the property and to leave it in a clean and tidy condition at the end of the rental period and ready for the next tenants.
- b) **Cleaning**
 - A final clean is **not** included in the prices and The Owners reserve the right to make a retention from the security deposit to cover additional cleaning costs if the client leaves the property in an unacceptable condition in the opinion of the next tenants and/or the Owner or her representative.
- c) **Neighbours**
 - The client also agrees not to act in any way, which would cause disturbance to those residents in neighbouring properties.

d) **Swimming pool**

- The pool is cleaned and maintained before the arrival of each tenant. However, unless the client has taken out the option of additional visits from a pool person, the cleanliness and maintenance of supplied chemicals and pool filter shall be the responsibility of the client for the duration of their stay. as per the Owner's instructions.

e) **Repairs and alterations**

- The Client agrees not to interfere with or alter any of functioning of the property (such as plumbing, electricity, furnishings) unless with the prior permission or at the request of the Owner.

f) **Rubbish**

- The Client agrees to dispose of all rubbish as per the instructions at the Property
- The Owner reserves the right to deduct from the security deposit any costs arising from non compliance with this clause

If in The Owner's reasonable opinion or in the reasonable opinion of any other person in authority, The Client or any member of the party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to the property, or in any way damage the reputation and/or goodwill of the Owner, The Owner is entitled, without prior notice, to terminate the occupation of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation. The Owner will have no further responsibility toward such person(s). No refunds will be made and The Owner will not pay any expenses or costs incurred as a result of the termination.

7. DEFECTS AND COMPLAINTS

- a) The client shall report to the owners or the owners' representative without delay any defects in the property or breakdown in equipment, plant, machinery or appliances in the property or garden and will not undertake any repairs or alterations themselves unless they have spoken to the Owner first. Arrangements for repair or replacement will be made as soon as possible.
- b) The Client must report any complaint regarding the cleanliness of the property immediately on arrival.

The Owner cannot accept liability if The Client fails to notify the complaint or claim entirely in accordance with these clauses.

Please note that the property is not an official tourist structure, such as an hotel, residences, etc. but a private dwelling. Being such, there is no

standard or categories that are internationally recognised, indeed it reflects the architecture and furnishings, the local traditions and the personal taste of the owner. One cannot however exclude the possibility that these differences can sometimes result in minor inconveniences - due to the special nature of its architecture and of traditions in the area - but which cannot be accepted as complaints.

8. OWNER'S LIABILITY

The owners or their representatives shall not be liable to the client:

- a) For any temporary defect or stoppage in the supply of public services to the property nor in respect of any equipment, plant, machinery or appliances in the property or garden.
- b) For any loss damage or injury which is the result of adverse weather conditions, riot, war, strike or other matters beyond the control of the owners.
- c) For any loss, damage or inconvenience caused to or suffered by the client if the property shall be rendered unavailable as a result of circumstances beyond the control of the owners.
- d) For any personal injuries sustained by the client or any party member whilst at the property
- e) For any accidental damage
- f) Under no circumstances shall the owners' liability to the client exceed the amount paid to the owners for the rental period and this only for unavoidable cancellation by the owner of the holiday let.

g)

Holidaymakers should ensure that their travel insurance covers both accidental damage to the property and public liability

9. SAFETY

All reasonable measures have been taken to ensure the safety of steps, stairs, windows, swimming pool etc but due care must be taken by the client, especially where there are children in the party, to ensure that all members of the party behave in a way so as to avoid any accidents. Further, the client agrees that children under the age of 16

- a) Will be accompanied by an adult (over 16) at all times in the swimming pool area
- b) instructed not to stand on window sills or other areas above floor level
- c) not permitted to sleep in the mezzanine area

10. DISPUTES

- a) In the event of dispute the client and owner will endeavour to reach a fair and just settlement. However, should there be no written

complaint supplied as above specified and The Client leaves the accommodation prematurely and without an explicit authorisation by The Owner, The Client forfeits their rights for a refund of the rental price. Complaints received at the end of the stay will not be taken into consideration and no refunds will be given.

11. PASSPORTS VISAS AND HEALTH REQUIREMENTS

It is The Client's responsibility to ensure that all members of the party are in possession of all necessary travel and health documents (including Passports and Visas (where applicable) before departure. The Client must pay all costs incurred in obtaining such documentation. If The Client or any member of the party is not a British citizen or holds a non-British passport, The Client must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which they are intending to travel