

BOOKING TERMS & CONDITIONS

Maison Pierre D'Or, Lieu dit Roc Bediere, Rue Roger Bissiere, Sarlat-la-Caneda, 24200

Owners: Maggie and Ahmed Ledra

Client: the person making the reservation

Holiday Direct France Booking Fee: £34

1. GENERAL

All arrangements are made subject to the following conditions. In making the full payment at the time of the reservation of any apartment at Maison Pierre D'Or, the Client agrees to all of the terms, conditions and policies set forth within.

2. CONTRACT

The contract shall be between the Client and the Owners of Maison Pierre D'Or.

3. RESERVATION

Reservations are made online via the Holiday Direct France (HDF) website. By selecting the required dates, and the Instant Booking option, the Client is required to make a booking fee payment to HDF to hold the dates. HDF will forward the booking details and the Client contact details to the Owners. The Owners will contact the Client by email, attaching a payment schedule detailing the reservation.

4. PAYMENT

The payment is made in full at the time of the booking. Confirmation will be sent on receipt of notification from PayPal that the payment has been received into the Owners' account.

5. BREAKAGES/FINAL CLEANING

The Owners appreciate that breakages can & do happen. There are stocks of extra glasses and crockery which can replace any items broken accidentally. We trust that the Client and their party will treat the apartment with respect and inform the Owners of any breakages/accidents. The Owners ask that all breakages are replaced like for like, or paid for in cash on departure.

The apartment will be cleaned between each booking, and guests are asked to dispose of all rubbish when they leave, and to make sure all used items of crockery etc are washed in the dishwasher.

6. CANCELLATION FEES

A full refund will be made with a minimum of 60 days' notice of cancellation.

50% refund will be made with 30-59 days' notice of cancellation.

No refund will be made with less than 30 days' notice of cancellation.

No refund will be made for PayPal charges and no refund will be made for the initial booking fee to HDF.

In the event of a cancellation, the refund will be made by PayPal. We particularly recommend that the Client take a suitable holiday insurance & cancellation policy.

7. ALTERATION of RESERVATIONS

The client can request for subsequent changes to the booking. These will be met if the new dates required at the apartment are still available. On the occasion of the Client wishing to cancel with less than 60 days' notice, such that they incur a financial penalty, they will be offered the opportunity to change their reservation to alternative dates, providing those dates are available.

8. ALTERATIONS & CANCELLATIONS BY THE OWNER

In the unlikely event that the Owners have to cancel or alter a confirmed reservation, they will advise the Client at the earliest possible date.

If for any reason beyond the Owners' control (Force Majeure) they are unable to provide the Client with the accommodation, the Owners reserve the right to cancel the booking and refund the amount paid to the Client. No travel or accommodation costs incurred by the Client will be borne by the Owners in this circumstance.

9. SMOKING

Smoking is strictly not allowed in the apartments. Some guests suffer from allergies so we ask you to take this very seriously.

10. PETS

The only pet which is permitted with prior agreement is a well-trained dog. Cats are not permitted. A dog is permitted in some of our apartments but not in all of them. This will be detailed within your confirmation. Clients are responsible for any and all damages caused by their dog. Should a dog be permitted, a cash deposit is required on arrival (see charges at time of reservation for details). It is fully refundable on the departure of the Client, provided no damage is done to the apartment or its contents, beyond normal wear and tear.

11. AGE REQUIREMENTS

We do not rent to guests under 18 years of age unless accompanied by adults. There are stairs to all apartments, and balconies leading from the apartments. Clients are responsible for the safety of their children during their stay.

12. INCLUSIVE FEES

Rates include the provision of clean bed linen and towels at the start of the reservation, and weekly thereafter. Starter paper products and cleaning products are also provided. No food or personal cleaning products are provided.

13. CLEANING FEE

While linens and bath towels are included in the unit, daily cleaning service is neither provided nor included in the rental rate. A cleaning fee is charged on reservation. Clients staying for longer than a week can request additional cleaning services either in advance, or during their stay, at an additional cost.

14. PARKING

Parking is limited to 1 car per apartment unless otherwise agreed in advance. The Client agrees to use only the on-site parking spaces provided for the property. Extra parking on the road nearby is available providing cars do not restrict access to the neighbouring houses. The parking space is suitable for cars, motorbikes and bicycles. It is not suitable for trailers or vehicles longer than a car.

15. INTERNET ACCESS

Internet service is provided and is complimentary. The Owners will provide the access code for the Wi-Fi on arrival. The Client is responsible for the connectivity to their equipment. Internet support is not offered by the Owners. Internet connection or equipment failure is not cause for full or partial refund.

16. AMENITIES

The use of accommodation, equipment and amenities, where offered, such as the barbecue, cycles etc. is entirely at the Client's risk and no responsibility can be accepted for injury and loss or damage to Client's or their guests' belongings.

17. PERSONAL BELONGINGS

Baggage and personal belongings are at the Client's risk at all times.

18. MOTOR VEHICLES

No responsibility can be accepted for loss or damage to any vehicle or its belongings.

19. CLIENT'S RESPONSIBILITY

The client is responsible under French law for the property and its contents whilst on holiday. The Owners will not be liable for any accident, damage, loss, expense or inconvenience whether to person or property which the client or any of his or her party may suffer arising out of or in connection with the holiday or resulting from any other cause whatsoever. Clients are strongly recommended to take out appropriate Personal Travel and Cancellation Insurance.

20. ARRIVAL/DEPARTURE TIMES

The reservation commences at 4pm on the day of arrival, and terminates at 10am on the day of departure. These times are set to allow for the cleaning of the accommodation for incoming guests. An early check-in or late check-out may be possible with prior agreement of the owners.

21. PARTY SIZE AND NOISE

In no circumstances may more than the maximum numbers of persons, as stated on the reservation, occupy a property overnight except by prior arrangement made with the owners. The owners reserve the right to refuse admittance if this condition is not observed. This does not affect the Clients right to invite friends and family to spend time at the apartment during the day time.

The Client is asked to respect the space and comfort of other guests and neighbours, and to make sure that they do not make excessive noise. Excessive noise being, for example, playing music very loud, raised voices after midnight, using the laundry room before 9am and after 9 pm, etc.

22. COMPLAINTS

We wish to have satisfied customers and will make every effort to make your holiday at Maison Pierre D'Or a pleasant one, but if something does go wrong and you wish to make a complaint, we would ask you to make your complaint to the Owners directly. This will allow the opportunity of settling grievances during your stay. The Owners cannot accept complaints made after the Client has returned home if they have not been given the opportunity to put right matters during the stay. Clients who abandon their holiday without first informing the Owners or manager on site, lose all rights to compensation.

This rental agreement expresses the entire agreement between the parties, and there is no other agreement. The parties agree that this rental agreement may not be altered, amended, changed or added to unless done in writing and executed by the parties hereto.