

1. Brochure and Accuracy

Whilst every effort has been made to ensure that all advertising material is accurate at the time of publication on the Holiday France Direct Website, we cannot be held responsible for changes or matters outside our control. All information is given in good faith but no warranties are made regarding information provided, either written or oral.

2. Booking and Payment

You have made this Booking via the Holiday France Direct and paid a £34 Booking fee directly to Holiday France Direct.

You must pay a first payment of 50% of the remaining cost of the rental within 5 working days of receiving the Request Payment message from the owner in order to secure your booking, or if you are booking less than eight weeks before your arrival, settle the rental price in full. Payment is via Bank Transfer.

The second payment which also includes the security deposit (see below) falls due 8 weeks prior to your arrival date. Any additional cost will be added to your second payment: linen (£40 per week), pet fee (£20 per week) if applicable.

A security deposit of £200 is also due when you settle the second payment (minimum 8 weeks before your holiday). If the second payment and security deposit are not received by the due date we reserve the right to cancel the booking. This security deposit will be refunded to you in full (providing there is no damage to the property) within 10 days following your departure.

The Owner will email you their Bank details for all money transfers.

Under no circumstances can the prescribed number of persons be exceeded for the property (maximum five persons).

3. Prices

Prices are per week per cottage and are inclusive of electricity (if you use an excess of 50 units per week, you may be charged extra; a meter reading will be taken by the owner/owner's representative at the start and end of your stay); water and cleaning are also included.

The fee for linen is £40 per week and includes bed linen and bath towels.

The fee for a pet is £20 per week and the owner reserves the right to accept or not a pet and/or to deduct a cleaning fee of £50 if extra cleaning is needed (indoors or outdoors).

Any additional fee will be added to your second payment due 8 weeks prior to arrival.

4. Cancellation

If you cancel your booking at least 8 weeks prior to your arrival date, your monies will be refunded.

If you cancel you must inform the Owner and Holiday France Direct immediately as we will try to get another booking.

There will be no refund if you cancel less than 60 days before arrival.

It is recommended that you take out insurance to protect the risk of cancellation from the time of booking and for medical, baggage cover etc. whilst abroad. Should the cottage be unavailable on the day stated, due to unforeseen circumstances, all rent monies will be refunded but no further liability will fall upon the owners.

5. Your responsibilities

Your property will be cleaned before your arrival and we respectfully ask you to remember that you are staying in someone else's home and to leave it as clean as reasonably possible when you depart. Cleaning is included in the rental but if extra cleaning is required due to excessive dirt/mess in the property, a charge of £50 may be levied. Breakages should be reported immediately to the owners in order that it can be rectified before the next guests arrive.

Please do not arrive at the property before 4.00 pm and kindly leave by 11 am on the day of departure in order to leave enough time for us to get the property ready for the next guests.

The code for the key to access the property will have emailed to you at least 48 hours before your arrival date or the owner or his/her representative will be at the cottage to welcome you.

6. Complaints

In the event of any complaint arising, either on arrival or after occupation has commenced, this should be brought to the attention of the owners immediately so that remedial action, where necessary, can be taken without delay. They will do everything possible to deal with any difficulties both quickly and effectively. The owners (or their representative) retain the right to enter the property at any reasonable time to deal with any complaints and to carry out any repairs deemed necessary to the property or equipment. Any complaint after departure must be in writing within 14 days of your departure.

7. General

Whilst every possible effort will be made to maintain household equipment in good order for the enjoyment of our guests we cannot accept liability in the event of any unforeseen calamity but would ask you to bear with us whilst we attempt to rectify the problem as soon as possible.

Please note that smoking is strictly forbidden inside the property.

Car parking is at the front of the property along the white fence. Please park only in front of our house.