

## Terms and Conditions

We hope you will have a wonderful holiday here at Courtanne and we aim to make your stay here as comfortable and enjoyable as possible. In order to achieve this we ask that you read, sign and return this form as acknowledgement of the conditions of your stay together with the signed Booking Form.

**BOOKING:** All bookings must be made provisionally by telephone or email to ensure availability. Your booking will not be confirmed until we receive your deposit.

Provisional bookings are held for four days. Failure to confirm your booking within this time may result in the loss of your reservation.

The person making the booking must sign the booking form and booking Terms and Conditions form to declare they have read, understood and agree to the conditions.

The signed forms must be forwarded at the time of paying the deposit.

A 25% non-refundable deposit is required when booking. Bookings will be confirmed once the booking form (scanned copy) has been returned (by email) and the deposit paid.

The deposit should be paid within four working days of making the booking and the balance together with damages/security/cleaning deposit no later than eight weeks before the holiday start date.

If the balance is not received by that date we reserve the right to resell the dates and your deposit will be forfeited. The owners are not obliged to send out reminders prior to these deadline dates.

Bookings made within eight weeks of the holiday start date will be payable in full at time of booking.

Bookings usually run Friday to Friday but outside of the main holiday months of July and August we will consider short stays and long weekends with a minimum stay of three days. Please ask us for details.

**CANCELLATION** : In the event that you need to cancel this can be made by the lead guest only and must be received in writing by email.

Cancellations made more than eight weeks before the holiday is due to commence will forfeit the full amount of the deposit.

Cancellations made between six and eight weeks before the holiday is due to commence will be liable to pay 50% of the total charge .

Cancellations made between four and six weeks before the holiday is due to commence will be liable to pay 75% of the total charge. Cancellations made less than four weeks before the holiday is due to commence will be liable for the full cost.

**WE STRONGLY** recommend taking out holiday insurance in case of late cancellation.

**GUEST NUMBERS** : At no time may persons other than those documented on the Booking Form occupy the property or use any of the facilities.. The owners have the right to terminate any booking should the stated occupancy be exceeded or, if any other person associated with the named guests be found on the property without prior agreement of the owners.

**CLEANING/DAMAGES DEPOSIT** : This will be returned to you after your stay once the owners have verified that the property has been vacated in the same condition as you found it on your arrival, cleaned throughout and any damages replaced. Damages to the property and contents are the sole responsibility of the guests and any cleaning required or damages discovered after your departure will be deducted from the security amount. If damages exceed this amount , the owners reserve the right to seek compensation from you. Not cleaning the property before you go will result in monies being taken from this payment.

**PETS**: Unfortunately we are not able to accomodate pets. We have cats, sheep and dogs on our land (away from the gites) and therefore do not allow any other animals.

**RESPONSIBILITIES** : Guests are strongly advised to supervise children at all times.

The owners cannot accept any responsibility for loss, theft or damage to or from any guests' motor vehicles.

**ARRIVAL/DEPARTURE** : Arrival is no earlier than 4pm and check out is by 10am on day of departure.

Bed linen with the exception of cot bedding is included as are towels.

Cots and highchairs are available at no additional charge. Please advise at time of Booking.

The cost includes both electricity and gas. However, heating during March, April and October may be charged locally.

Due to gravel surfaces to access gites and step up to the pool we regret that our accommodation is not wheelchair friendly.

Please be advised that **Smoking is not permitted** anywhere on the property.

**I have read understood and agree to the terms and conditions stated above and sign on behalf of myself and all my accompanying group.**

**Signed**

**Date**

**(please print name)**

