



La Tourelle Enchantee Booking Process using Holiday France Direct

In order to reserve La Tourelle Enchantee Gite you are required to:

1. Check availability using the Holiday France Direct (HFD) calendar.
2. Pay £34 using HFD quick book system to provisionally secure the reservation.
3. Pay £150 booking deposit within **5 working days**. This is to be paid directly by bank transfer. We will contact you with our bank details.
4. The remaining balance including the £200 damages deposit is required at least 3 months prior to your check in date. Following receipt of the booking deposit, a confirmation e-mail will be sent by return. This constitutes formal agreement between Guest(s) and the Owner and agreement to the Terms and Conditions.

Terms and Conditions

Just so that we all know where we stand, we thought it would be helpful to outline some 'house rules'.

1. The accommodation known as 'La Tourelle Enchantee Gîte' is offered solely as holiday accommodation, subject to agreement between Karen Keating and Caroline Doe (the Owners) and the renter (the Guest or Guests).
2. Check in time: from 16:00 (latest check in 22:00).
3. Check out time: by 10:00 on the day of departure unless otherwise agreed.
4. Please respect and show consideration to your surroundings our animals and neighbours during the duration of your stay.
5. Guests agree to take all precautions necessary to ensure the safety of members of their party and to avoid all dangerous activities within the property. Guests are responsible for ensuring that minors are supervised at **all** times.
6. Strictly no smoking within any of the accommodation or associated areas (including terraces and the pool areas). If smoking in the designated permitted outdoor areas please dispose of cigarette ends in a clean and responsible manner. Smoking in prohibited areas will negate any return of the damages deposit.
7. We do not accept any pets on the premises.
8. Children must be supervised at all times, especially in the grounds and near the ponds and the pool area. Children's safety remains the sole responsibility of the parents/guardians at all times.
9. No food, drinks, glasses (including bottles and cans) or sharp objects are allowed within the swimming pool area.
10. The minimum rental period for the gîte during the peak season is 7 nights and during the mid and high season 3 nights.
11. Payment is accepted by direct bank transfer payment. Please contact us for more details.
12. The rental charges are inclusive of water, electricity, gas, fuel and linen (bedding and bath towels). No linen or towels is to be taken off the property. Beach/pool towels are not provided.
13. Price for the rental (the charge) is for the named guests only as specified by the renter, subject to the maximum stipulated by the owners; any extra guests arriving to stay in the gîte unannounced will be refused. No camping, campervans or caravans are permitted.
14. To secure the booking guests are required to complete the booking form and pay a booking deposit of £150. The remaining balance including the damages deposit is required at least 3

months prior to your check in date. Following receipt of the booking deposit, a confirmation e-mail will be sent by return. This constitutes formal agreement between Guest(s) and the Owner and agreement to these 'house rules'.

15. A damages deposit of £200 is required, payable with the remaining balance at least 3 months prior to your check in date. This is refunded within 1 week of date of departure, subject to possible deductions for damages, breakages, missing items or additional deep cleaning. This will be returned by direct bank transfer as agreed with the Guest(s). The cost of post-departure cleaning/laundry (£50) plus any breakages/damage is deducted from this amount.

16. Guests agree to be considerate, take good care of the property and to leave the gite in a clean and tidy condition. A standard charge of £50 is made for all bookings to cover the post-departure costs for cleaning and laundry. This is automatically deducted from the damages deposit. Should additional cleaning over and above that which might reasonably be anticipated be needed, we reserve the right to charge for this at a rate of £30 per hour. Where applicable, this is also deducted from the damages deposit prior to the balance being returned.

17. Bookings are confirmed on the understanding that the accommodation will be available for the dates specified. If, due to circumstances beyond our control this is not possible, we will make a prompt and full refund of all money paid and there will be no further claim against us. In the event of a booking being cancelled or altered by reason of force majeure (which includes floods, storms, riots, strikes, wars and acts of god) or other events outside our control, we cannot accept liability. If the Guest(s) or any other person in the Guest's party falls ill whilst on holiday, or has any reason to leave the property early, we cannot be responsible for any additional costs incurred, nor any part of the rental charge returned.

18. In the event of cancellation by the Guest(s) the charges are as follows:

- 4 weeks or less before rental period begins, no refund is made.
- between 4 and 8 weeks before rental period begins, 25% of the total cost is refunded.
- more than 8 weeks before rental period begins 50% of the total cost is refunded.

19. We advise all guests to take out travel insurance including personal liability cover.

20. Use of the accommodation and all amenities is entirely at Guests' own risk. Guests' personal belongings, including motor vehicles, left in or around the property are entirely at Guests' own risk. No responsibility can be accepted for loss or damage thereto.

21. An inventory of the furniture, fittings and equipment provided in the gite is available upon arrival.

22. Should you have a complaint about the property or should the items listed in the inventory not be correct please report it to us as soon as possible so that we have the opportunity to deal with it.

23. Please report all breakages as soon as possible, a charge is not always levied, but we would rather hear from you than finding out after your departure.

24. Any Guests deemed to be acting in a consistently unreasonable manner will be asked to quit the property.

25. Whilst every effort has been made to ensure that the description of the properties and nearby facilities is as accurate as possible, we cannot accept any liability for any changes beyond our control.

26. Should you have a complaint about the properties please let us know as soon as possible, so that we have the opportunity to deal with it. Complaints cannot be accepted after your departure.

27. There is an obligatory tourist tax (Taxe de Sejour) chargeable per person per night for all those aged 18 and over. This is only applicable from the 1st April - 30th September each year. We will collect this tax from our guests in cash before check out. It is used by the local councils for the improvement of local tourist facilities. It is calculated at 3% of the cost per night, per occupant + 10% county tax. An example of this calculation for a family of 4 (comprising of 2 adults and 2 children) is as follows - €100 per night ÷ 4 people = €25 per night x 3% = €0.75 + 10% = €0.83 per night per adult. An example of this calculation for a couple is as follows - €100 per night ÷ 2 people = €50 per night x 3% = €1.50 + 10% = €1.65 per night per adult.

Now that's all clear you can relax, enjoy and have a fantastic holiday...