



BOOKING/RENTAL AGREEMENT
PLEASE SEE ACCOMPANYING TERMS AND CONDITIONS (FROM PAGE 2)

Full Name	This should be the party leader/person responsible for making the booking	
Address	This is your full postal address. Please include country and postcode. Please inform us if you change address within the period of this booking.	
Contact Telephone	Please include at least one telephone number and a mobile number which we could reach you on during your stay in the event of any emergency.	
Email		
Arrival		Departure
Names of all guests, ages of children under 16, and any disabilities	Please list the names of all guests, including yourself. This must be completed as it confirms the number of guests staying at Chantepierre. Please include ages of children if under 16, including babies, and details of any disability or condition we should be aware of, for the purpose of health and safety (eg. wheelchair user).	
Signature	<p>In booking you agree to leave the property in the same state of cleanliness and condition in which it is offered to you. If you would like a cleaner to do this for you, we can arrange a departure clean at an additional cost of £85. Please see attached Advanced Services Order form.</p> <p>I am authorised to make this booking on behalf of the above named guests and I am over the age of 18 years. I have received and read the corresponding terms and conditions and understand that together with this booking/rental agreement I am entering a legally binding contract with Mr and Mrs Bond. I enclose a non refundable deposit and agree to pay the balance due as outlined in the corresponding invoice.</p>	
	This must be the signature of the person named above	Dated

PLEASE RETURN TO:
RICHARD BOND, 5 TANSLEY LANE, WOBURN SANDS, BUCKINGHAMSHIRE, MK17 8GH
 Email. enquiries@chantepierre.co.uk ~ Tel UK. 07928 396137

TERMS AND CONDITIONS OF RENTAL

The following forms the basis of your contract with Mr Richard Bond, together with your completed booking/rental agreement, in relation to the rental of La Chantepierre, Meigne le Vicomte, 49490, France - for the period stated on your booking form and corresponding invoice.

In these Terms and Conditions, "you" and "your" means all persons named on your corresponding booking/rental agreement (including anyone who is added or substituted at a later date – please see section 5). "We" and "us" means Mr Richard Bond.

Your booking is made subject to the following terms and conditions. This contract and all matters arising out of it are governed by United Kingdom law. We both agree that any dispute arising out of or in connection with your stay will be dealt with by the Courts of United Kingdom.

1. Making your booking

Bookings are secured on completion of the accompanying booking/rental agreement form. This needs to be returned to Richard Bond, 5 Tansley Lane, Woburn Sands, Buckinghamshire, MK17 8GH, together with the required payment as outlined in the corresponding invoice.

2. Payment

Payment is as agreed with the owner based on advertising prices. A 20% deposit will be required to secure your booking with the balance due eight weeks prior to your arrival. We will issue you with an invoice illustrating payments. Please check this invoice carefully and contact us immediately if any information on this, or any other document, appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracies in any document within five working days of our sending it out. The cost is inclusive of bed linen and indoor hand/bathing towels (not pool or outdoor towels) and all utility charges, unless otherwise stated. In order to confirm your stay, the amount(s) must be paid promptly on or before the date(s) indicated. If you have not paid in full and on time, or if the amount is not cleared into our bank account eight weeks in advance of your holiday, we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out in clause 6 will apply.

3. Security Deposit

A security deposit of £250 is to be paid by you with your final balance. We reserve the right to cancel your booking with full cancellation charges applying if the security deposit is not received. The security deposit is for costs incurred by us as a result of property/goods damage or service charges incurred as a result of your stay/actions. Examples of deductions that will/may be applied are:

Up to £200 for additional cleaning should the house and gardens not be left in the same condition of cleanliness and tidiness as found on your arrival. (Our expectations are set out in a check-list contained in our advance welcome pack which will be sent to you upon final balance payment.)

£40 – for each management call out charge as a result of a problem caused by you, or as a result of negligence or lack of intuitiveness.

Up to £250 – recovery costs for breakages and damages and/or services required as a result of a problem caused by you/your party.

In the event that deductions from your security deposit will need to be made, you will be provided with a receipt as proof of charges made to us. We seek only to recover the same.

If no deductions are required your security deposit will be refunded in full to you within 21 days of your departure from the property. If the security deposit is not sufficient to cover any damage caused or service charges incurred by you, you will be responsible for paying us any monies or additional monies required immediately on request from us.

4. Arrival and departure

Arrival time is 4pm on the first day of rental, and you agree to vacate the property by 10am on the agreed departure date.

5. Changes by you

If you wish to make any changes to your booking, you must notify us in writing or by email as soon as possible. Whilst we endeavour to assist, we cannot guarantee we will be able to meet any such request and that an amendment fee may be payable together with any costs incurred by ourselves. This may include additional guests. Please note that this booking is accepted by us based on the number of people named on the corresponding booking/rental form. If you wish to add additional guests during your stay at Chantepierre please inform us immediately. This may incur additional charges.

6. Cancellation by you

Should you need to cancel your booking once it has been confirmed, you must immediately advise us in writing or e-mail. All payment(s) made, and invoiced to be received up to the date of cancellation, are non-refundable. If cancellation is made during a payment period, you are still responsible for making the payment according to our invoice and we may pursue this according to UK law. We will, however, endeavour to re-sell the cancelled period. In the event that we can, we will refund you the re-sale value less any costs incurred by us.

7. Changes and cancellation by us

Only in extreme unforeseeable circumstances will there be a need for us to make changes to, or cancel, your booking. Reasons may include damage or necessary maintenance to the property that deems it unsuitable or unsafe. In this most unlikely event, we will tell you as soon as possible. While your deposit and subsequent cleared payments will be refunded in full, we regret we cannot pay any expenses, costs or losses incurred by you as a result of any change or cancellation. This may include insurance, travel costs, and any other accommodation or linked costs.

It is extremely unlikely that we may be forced by "force majeure" to change or terminate your stay after your arrival (during your stay). Force majeure means any event which we could not, even with all due care, foresee or avoid, such as war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control. If this situation does occur, we regret are unable to make any refunds, pay any compensation or meet any costs or expenses you incur as a result.

8. Insurance

We strongly recommend that you take out adequate travel insurance. Please read your policy details carefully. It is your responsibility to ensure that the insurance cover – including medical and travel - you purchase is adequate for your particular needs.

9. Our Liability to you

We understand our obligation to you is to provide a clean house suitably equipped and as described in our literature and website advertising. If on arrival the property does not meet with this description you are requested to inform us immediately. Please note that Chantepierre is not an official tourist structure, such as an hotel, but a private dwelling. Being such, there is no standard or categories that are internationally recognised, and the property reflects the architecture and furnishings, and the local traditions and the personal taste of us the owner. Accordingly, you accept the property in the condition as us the owners do.

In booking Chantepierre, you understand that we will not be responsible for any injury, illness, death, loss (including loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from the fault or negligence of the person(s) affected or any member(s) of their party; or the fault or negligence of a third party not connected with the provision of your accommodation by us which we could not have predicted or avoided; or an event or circumstance which could not have been predicted or avoided even after taking all reasonable care.

It is our duty to you to make Chantepierre safe, but in booking the property you take responsibility for the welfare of yourself and your party members including young children, babies or people with disabilities.

We are compliant with French pool safety regulations and provide a pool alarm, and decorative fencing with a gate encloses the pool area. Stair gates are available on request as a precaution for young children. There are four smoke alarms throughout the property, a fire blanket and two fire extinguishers and while these are checked on a regular maintenance basis, you agree to take responsibility for an additional check on arrival. If any of these are faulty or misplaced, it is your responsibility to notify us, or our agents which will be listed in your welcome pack, immediately. You agree that these are sufficient safety measures and we cannot be held responsible for any accidents that may occur.

On arrival at the property, it is your responsibility to read the supplied house rules and guidance notes. These are important as they contain emergency telephone numbers, details of utilities and important notices that include cautionary and safety procedures.

We cannot accept responsibility for any services that do not form part of our contract. This includes any additional services or facilities any other supplier agrees to provide for you (eg. external catering).

10. Behaviour

We expect all guests to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person (such as a neighbour or person in authority), you or any member of your 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 us as the owners, we are entitled, without prior notice, to terminate your stay. We will have no further responsibility and no refunds will be made nor will we pay any expenses or costs incurred as a result of the termination.

11. Special requests and medical problems

If you or any member of your party has any medical problem or disability that may affect your stay, please notify us before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we reserve the right to cancel your booking.

12. Prices and Website Accuracy

Information and prices shown on our website, our agents and various advertising websites, and in any literature, may have changed by the time you come to book your stay. Whilst every effort is made to ensure the accuracy of information, regrettably errors do occasionally occur. It is your responsibility to check all details of your stay directly with us prior to your booking acceptance.

13. Complaints procedure

In the event of any problems at Chantepierre you must contact us, or our managing agents immediately. In the interim, you agree to do your best to resolve or minimise the problem in order to avoid any prejudices that could result. You are obliged to give us the time necessary to resolve the problem. Should there be no complaint supplied within a reasonable time frame, you forfeit your rights for a refund of the rental price, unless the terms of this contract have been breached. Complaints received at the end of the stay will not be taken into consideration and no refunds will be given.

The endeavours we make to you about the accommodation we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the accommodation in question had been properly provided. If the particular accommodation which gave rise to the claim or complaint complied with local laws and regulations applicable to those accommodation at the time, the accommodation will be treated as having been properly provided. This will be the case even if the accommodation did not comply with the laws and regulations of the UK which would have applied had that accommodation been provided in the UK.

It has been your responsibility to read the above Terms and Conditions, and you agree by way of returning your booking/rental form that you have read and understood these and agree to abide by them as governed by UK law.