

Vendée Holiday Cottages General Booking Terms & Conditions

Availability

1. Please check the availability calendars for the property that you are interested in.
2. If your dates are available please complete either the enquiry or booking form.
3. We update our availability charts as soon as a booking is confirmed so the calendars will be up to date.
4. We will reply to your request within 24 hours.
5. In order to secure your booking we ask that you complete the on-line Booking Form on our website: and then arrange for a payment of a 30% non-refundable deposit for the total cost of the holiday.
6. Rental charges are based on the agreement that no more than the original number of persons listed on the booking form may occupy the facility or use the premises.

Payment

1. A 30% non-refundable deposit is required to secure your booking
2. The remaining 70% balance must be paid at least 8 weeks prior to the start of your holiday. (We will send an email to remind you of this date).
3. A £100/£200 Security deposit is required against any damages caused and this is paid along with your final balance.
4. Once we have received the booking form & deposit we will send out confirmation of all details by email along with a booking reference number.
5. If booking your holiday less than 8 weeks prior to the start date, then we will require payment in full when booking.
6. Payments can be made by cheque or electronic bank transfer, either in Sterling or Euros to a UK or French bank account.
7. If paying by sterling cheque we will provide the account details of the relevant bank.
8. If paying by direct bank transfer - either to a UK or French bank account - we will provide the bank details for you to complete a transfer when we receive your booking information.
9. The Security Deposit of £100/£200 is payable to cover any damage to the property or contents, although the client's liability is not limited to this amount. The Security Deposit will be refunded or accounted for within 2 weeks of the end of the holiday.
10. Security Deposits will not be returned on the day of departure, as the property will need to be inspected and prepared first.
11. The house must be left in the same clean & tidy condition as it was found, including emptying all rubbish bins, cleaning fridges and cookers and removing all food stuffs before departure.
12. Any additional services, such as Meals or Welcome Pack etc. will be paid for on arrival. Please note that these charges cannot be taken out of the Security Deposit.

Duration of Rental

1. Bookings generally are from Saturday to Saturday, unless otherwise stated. Out of peak season, some properties allow short breaks of 3 days or more with varying start day – usually from the end of September until mid-May or June - information given on request.
2. The rental period will commence at 17h00 on the first day and terminate at 10h00 on the last day.

Cancellation

1. In the event of a cancellation by the guests prior to 8 weeks before the holiday start - only the Booking Deposit will be forfeited. Thereafter, cancellation charges will be the full rental price.
2. If we are able to re-let your cancelled holiday, we will refund your deposit and final payment (if it has already been paid), however we will deduct £50 as an administration fee.
3. We would strongly recommend that clients take out insurance at the time of booking – to cover medical, personal and cancellation charges.
4. For guests travelling from other European destinations, you should apply for a European Health Insurance card.

General Information

1. For properties with pools:

In order to comply with French legislation you are advised that access to the owner's private pool is not part of the letting contract but is by invitation only. This invitation is herewith formally extended to you during your rental, but may be withdrawn at the owner's discretion.
2. For properties that allow dogs:

It is the responsibility of the dog owner to pick up all mess left by their dogs and dispose of correctly. Also, dogs are not allowed on any beds or bedding in the holiday homes.
3. In the event of any equipment breakdown the guest is asked to notify either the property owner (if on-site) or Vendée Holiday Cottages, and repairs will be completed as soon as possible.
4. We will not be liable for any temporary stoppage to the supply of public services to the property (i.e.: electricity, water, internet connection etc.) nor in respect of any equipment or appliance failure.
5. No unauthorised use of personal electrical appliances (fans, heaters, electric blankets etc.)
6. For properties with neighbours:

Guests are reminded to be respectful of neighbours near to the holiday property and should not play loud music late in the evening or early morning.