

Family Holidays in France

Booking Conditions

The Contract

On completion of the online booking enquiry and payment of monies you are accepting the terms and conditions of the booking on behalf of all those named on the form. On receipt of your payment a confirmation of booking and receipt will be emailed to the email address supplied.

Payment

Full deposit must be received within 3 days of your booking. If you are booking within 10 weeks from the start of your holiday the full holiday payment must also be received within 3 days. We will send you an invoice for the balance, which is due 10 weeks before the start of your holiday. If you fail to make the final payment by this time you will be deemed to have cancelled your holiday and the cancellation terms will apply. No further reminders will be sent. Payment can be made by Bank Transfer (Bank details supplied on Booking Form), by sending a cheque payable to Mrs L Smith, Debit/Credit card via Paypal or Paypal. (due to paypal charges there will be an additional 1.75% fee for all credit/debit card and paypal payments)

Insurance

All customers on holiday are required to have adequate insurance cover. Any insurance claim will be dealt with directly between client and insurance company with no involvement from Family Holidays in France or its staff.

Damage/Security deposit

A £350.00 refundable deposit is required. This deposit amount must be added to your final payment. At the end of your holiday if no breakage or damage occurred your deposit will be refunded in full within 10 days. Should replacements or repairs be necessary the cost will be deducted and a cheque for the remainder will be paid within 20 days. Should any replacements or repairs costing in excess of £350.00 you will be billed for the additional costs.

Cancellation by you

Cancellations will only be accepted in writing.

The following cancellation rates will apply:-

up to 10 weeks before departure – Loss of deposit
Within 8 weeks of departure – 50% of total price due
Within 6 weeks of departure – 75% of total price due
Within 4 weeks of departure – 100% of total price due

Cancellation by us

We reserve the right to cancel your holiday due to exceptional circumstances. In this event we will not pay compensation or be liable for any other expenses you may have incurred such as travel fares. If we do cancel your holiday a complete refund of all monies paid to us will be made.

Price guarantee

We reserve the right to change the prices shown at any time before you book. After you have paid your deposit, we guarantee the price of your holiday will not be increased.

Alteration to bookings

We can occasionally accept a change of holiday weeks providing you advise us immediately. This is not always possible and depends on availability.

Limit of your liability

We take no responsibility for the safety of client's baggage and personal effects left in our accommodation. You should be adequately insured against loss, theft of/and damage.

Customer Care

We are committed to providing excellent care of all our guests. If you should have any problems during your stay it is essential that you notify us at the time and we will do our best to rectify them on the spot. Any complaint not rectified should be notified to us in writing as soon as possible and within 28 days of your return.

The property

You may arrive at your property after 1600 hours on the start date of your holiday and you must leave by 1000 hours on the last day of your holiday. You and all members of your party agree both to keep the property in a similar condition as you found it upon your arrival. You are responsible for the costs of any breakage or damage in or to the property, along with any additional cost that may result, which are caused by you and/or any member of your party. You must allow us and any representative (including workmen) access to the property at any reasonable time during your occupation of the property (except in cases of emergency or where a problem needs remedying quickly and you cannot be contacted in

time – in these situations we are entitled to enter the property at any time without giving prior notice).

Linen

All bed linen for beds is provided. The beds will be made up before your arrival. Bed linen includes – Duvets and duvet covers, bottom sheet and pillowcases. Cot linen is not provided, please bring your own.

Towels

Bathroom towels are provided but not face cloths or swimming pool and beach towels, therefore please bring an adequate supply with you. Bathroom towels provided are NOT permitted to leave the property. Tea Towel are also provided.

Baby and Toddler

Baby cot (travel cot), High chair, Stair gate and Baby bath are available. Please request when booking your holiday.

Heating

Please note that heating is not included in the rental price, therefore electric heating is charged at cost.

Cleaning

Our properties are thoroughly cleaned between holidays, however, because only a limited period is available in which to clean gites, we ask that you leave the property and its contents clean and tidy. Should the accommodation be left exceptionally dirty this may affect your security/breakage deposit refund. _

Properties and countryside

Please remember that the properties were built before the days of minimum head heights. Bear in mind too, that we are situated in a farming community with countryside activity.

Swimming pool

Pool is open between 1st June to 30th September.

- Do NOT dive into the pool
- Check which end of the pool is shallow and which is deep
- Do NOT swim or go into the pool under the influence of drugs or alcohol
- Do NOT take breakable glasses or other utensils into the pool area
- Do NOT swim at night or when the pool is closed
- Children must always be supervised by a responsible adult

Activities

Any activities are taken at your own risk, Family Holidays in France take no responsibility for any injury or death whilst partaking in any on-site activities. You should only partake in any activity if you are confident and able to do so in a safe manner.

Your responsibility

It is your responsibility to take care at all times. We take no responsibility, except to the extent that is caused by the negligence of us, for any death or injury caused to or by you, or for damage to or loss of property. You should keep valuables and your passports safely with you at all times. We reserve the right to terminate the holiday arrangements of anyone who, in our opinion, is acting in a way that is likely to cause upset, danger or injury to themselves, customers, animals or others or cause damage to property. In these circumstances we will make no refunds and you will be liable of any costs involved.

We would like to wish all our holiday makers

Bonne Vacance