



Mulberry Tree Cottage  
at Les Hirondelles

## LES HIRONDELLES - MULBERRY TREE VILLA - BOOKING FORM

Name of Property: Les Hirondelles, Mulberry Tree Villa

Owners: Andy and Uliana Horler  
Carmensac Haut, 24220 Meyrals, FRANCE  
Tel. +33(0)67.98.46.702  
leshirondellesdordogne@gmail.com

Renter:

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Tel \_\_\_\_\_  
Email \_\_\_\_\_

Names and age of all the guests:

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_  
4. \_\_\_\_\_  
5. \_\_\_\_\_  
6. \_\_\_\_\_  
7. \_\_\_\_\_  
8. \_\_\_\_\_  
9. \_\_\_\_\_  
10. \_\_\_\_\_

BOOKING DETAILS:

Rental Duration: \_\_\_ Nights  
Arriving: Saturday, \_\_\_\_\_  
Departing: Saturday, \_\_\_\_\_

Accommodation Rates:

Rental of the Villa \_\_\_\_\_ €  
Refundable Security Deposit 500€

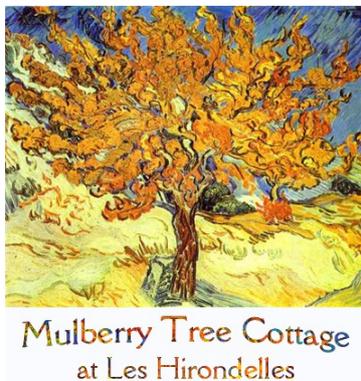
Booking Deposit of 30% of the total rent or \_\_\_€ - to be paid upon the signature of this Form;

The Balance \_\_\_€ to be paid by \_\_\_\_\_ to the following account:

Mr or Mrs Horler Andrew and Uliana  
Credit Agricole CHARENTE-PERIGORD  
IBAN: -----  
BIC: AGRIFRPP824

I AGREE TO ABIDE BY THE BOOKING CONDITIONS OVERLEAF

\_\_\_\_\_  
SIGNATURE and DATE



## LES HIRONDELLES - BOOKING CONDITIONS

### 1. Websites and Accuracy

Whilst every effort has been made to ensure that the websites and all advertising material are accurate at the time of publication, we cannot be held responsible for changes or matters outside our control. All information is given in good faith but no warranties are made regarding information provided, either written or oral.

### 2. Booking and Payment

Bookings can be made by E-mail or post and confirmed within 7 days using the Booking Form supplied and enclosing a deposit of 30% of the Total Rent per property (non refundable) or if you are booking less than twelve weeks before arrival, the full price. Please let us know as soon as possible if the prescribed number of persons per booking form is to be exceeded. The final payment becomes due twelve weeks before your holiday date. If the full amount plus the security deposit is not received by the due date we reserve the right to cancel the booking.

### 3. Security Deposit

A security deposit against breakages or damage to property is added to the Total rent and payable before arrival. It is 500 Euros for the Villa. This is refunded to the guest within one week after departure, provided the property has been left tidy and is in good condition. Also, if anything is broken or damaged during the stay it has to be replaced or paid for at departure time.

### 4. Prices

Prices are per week per villa and are inclusive of electricity, gas, water and the provision of bed linen and towels but do not include towels for use outside the property.

### 5. Cancellation

It is recommended that you take out insurance to protect the risk of cancellation from the time of booking and for medical, baggage cover etc. whilst abroad. If you cancel your booking up to one week after making your reservation (as long as it more than 12 weeks prior to your rental start date and therefore not a late booking) we will refund your full deposit. If you cancel after one week but before 12 weeks before your rental start date we will retain your full deposit, but no further charges will be made. If you cancel less than 12 weeks prior to your rental start date after making full payment we will retain the full payment. Should a villa be unavailable on the day stated, due to unforeseen circumstances, every attempt will be made to relocate guests. If this is not possible, all rent monies will be refunded without question but no further liability will fall upon the owners.

### 6. Our rights include, but are not limited to

Refusing to accept any booking at our sole discretion. Obtaining the names and ages of adults and

children of your party before accepting a booking. Entering the accommodation at any reasonable time and for any reasonable cause. We will try to let you know if we need to do this. Refusing entry to your friends/visitors.

Charging for non trivial damage howsoever caused. Claiming from you for any loss of future business as a result of damage resulting from your stay here, by you or your guests/visitors, howsoever this is caused.

Terminating the rental agreement immediately and without compensation or refund if:

- You damage the accommodation, are excessively noisy or disturb others;
- We reasonably suspect you are breaking the law;
- You allow anyone extra to stay in the property without our permission;
- You do not comply with these full terms and conditions.

## **7. Our Liability**

We shall not be liable for any death or injury or for damage to or loss to your personal property occurring whilst you rent our Villa. Please ensure all your valuables are covered under your household insurance. Your vehicles and contents are left at your own risk.

In the event of circumstances beyond our reasonable control e.g. (but not limited to) fire, flood, exceptional weather conditions, loss of electricity/internet connection, industrial disputes etc. we shall not be liable for any resulting costs, losses or damages suffered by you (including the cost of securing alternative accommodation), nor for our failure to undertake our obligations to you. However, in appropriate cases, we will refund your payments to you.

You use our grounds and facilities at your own risk. You should expect to encounter some potential minor hazards such as uneven ground, mud, wire, etc. We expect you to exercise caution around the swimming pool and to supervise any children using the swimming pool or grounds. We cannot be held responsible for any injury to you or your children.

## **8. Your responsibilities**

During your stay you are responsible for the keys to the Villa and therefore you are responsible for ensuring all doors and windows are closed and locked when you are not in residence. We do not accept any responsibility for damage or loss to your possessions or property during your stay.

Your property will be cleaned before your arrival and we respectfully ask you to remember that you are staying in someone else's home and to leave it clean and tidy when you depart. There is a mandatory minimum cleaning charge of 200 Euros applied in the case of excessively dirty conditions. Normal day-to-day cleaning is the responsibility of the guests. If extra cleaning is required a minimum charge of £60 for the villa will be levied. Breakages should be reported to the owners in order that it can be rectified before the following clients arrive. Please do not arrive at the property before 5.00 p.m. and kindly leave by 10.00 a.m. on the day of departure (otherwise you could be charged extra rental) in order to give enough time between clients to ensure that the property is ready. If you expect to arrive after 7.00 p.m. please telephone.

Free Wifi: you may surf the net and use the internet to keep in touch with friends and family. Please do not use the internet for business purposes or excessive downloading. Internet speed and access are subject to provider availability and are offered as a free extra. We are not responsible for the speed of the Internet or if no Internet is available during your stay. Do NOT attach or connect equipment to our internet or TV satellite system or any cabling or data sockets, whether hard wired or wireless without our explicit prior permission.

Please ensure only the number of people for whom the booking is made, stay in the Villa. Please inform us if you have any visitors coming to the Villa. You are responsible for your visitors at all times when at the Villa or in the grounds, they must comply with the terms and conditions and are

permitted to use the Villa facilities/grounds on our permission only.  
The Villa cannot be used as a base for a party.

Please report to us any breakages or missing items (you will not normally be charged for minor damage or breakages). Please keep all furniture, fittings and effects in the same good condition as they were found. Ensure the BBQ is safely extinguished at the end of the evening and cleaned at the end of your stay.

Please divide your refuse: food waste etc goes in a black bin bag, glass jars/bottles go into the black crate, and cans, paper and plastic waste goes into the clear & yellow recycle sacks.

## **9. Complaints**

In the event of any complaint arising, either on arrival or after occupation has commenced, this should be brought to the attention of the owners immediately so that remedial action, where necessary, can be taken without delay. They will do everything possible to deal with any difficulties both quickly and effectively. The owners retain the right to enter the property at any reasonable time to deal with any complaints and to carry out any repairs deemed necessary to the property or equipment. Any complaint after departure must be in writing within 14 days of your departure.

## **10. Swimming Pool - Open May to October - 12m x 6m x 1.5m.**

Please do not use excessive sun cream prior to using the pool. No diving as the pool is only 1.5m deep. No drinking glasses or bottles to be used around the pool (plastic only please) or food (crisps etc). Children to be under parent's supervision at all times as the owners cannot be responsible for their safety as there is no lifeguard on duty.

## **11. General**

Whilst every possible effort will be made to maintain the pool and household equipment in good order for the enjoyment of our guests we cannot accept liability in the event of any unforeseen calamity but would ask you to bear with us whilst we attempt to rectify the problem as soon as possible. We accept smokers but would appreciate you smoking outside. If the villa needs to be fumigated due to excess smoke, a minimum charge of £50 will be levied.

Car parking is free of charge and at owners' risk.

**12.** These conditions are governed by English law.