

Full Terms and Conditions for Gite Le Bois Vert in Meyrals, France

These terms and conditions may be changed at any time. A full and current copy is available in the welcome book in the gite.

Terms used

In these terms and conditions 'you/yours' refers to the hirer and his/her party and 'we/us' means Gite Le Bois Vert/Lorraine and John Turnbull. The term 'gite' refers to the gite building, the grounds, the front drive, the swimming pool and any services provided by us.

Booking and Deposit

When booking direct with us, a non-returnable booking deposit of 20% is required at the time of booking. Full payment for late bookings (ie less than 6 weeks before the date of arrival) is required when booking. The balance including payment of a returnable €200/£200 security deposit must be paid 6 weeks prior to your arrival.

For direct bookings we accept direct bank transfer as deposit/payment.

Your booking is secure once we have received a completed booking form and deposit or full payment for late bookings. This constitutes a legally binding contract between us and the person booking. **No reservation will be made until the completed booking form and deposit has been received.** The deposit is non-refundable. As a result, we strongly advise you to take out holiday cancellation insurance.

When booking through a third party site, eg Booking.com etc, the exact amount payable at booking will depend on the terms and conditions of the site.

Non Payment of the Outstanding Balance

Failure to pay the outstanding balance within 5 working days of the due date, 6 weeks prior to your rental start date will result in your rental being suspended and the gite will be re-advertised. Should the gite be re-let and your balance subsequently received, your payment, minus the deposit will be refunded. We therefore recommend that you contact us as soon as possible if you have a problem getting the payment to us in time.

Cancellation by You

If you cancel your booking up to one week after making your reservation (as long as it more than 6 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 6 weeks before your rental start date we will retain your full deposit, but no further charges will be made.

If you cancel less than 6 weeks prior to your rental start date after making full payment we will retain the full payment.

Cancellation by Us

In the unlikely event that we have to cancel your stay then we will do the following:

1. Attempt to make alternative arrangements for you in similar accommodation near-by. In this case you will be refunded in full.
2. Attempt to arrange an alternative date for your stay. Should this be in a higher priced time there will be no additional charge and should it be in a lower priced time will refund the difference.
3. If no alternative can be made we will refund your payment and deposit in full.

Our rights include, but are not limited to

Refusing to accept any booking at our sole discretion.

Obtaining the names and ages of 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 gite without our permission;**
- **You do not comply with these full terms and conditions.**

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 Gite Le Bois Vert. 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, 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. Please leave gates as you find them.

Security

During your stay you are responsible for the keys to the gite 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.

What is included in the Price

Rental of the gite for the time specified and for the number of people specified on the booking form to a maximum of 4 people.

Parking for one vehicle (We do not allow charging of electric vehicles at our gites).

Up to 10 kw of electricity per day. Any amount above this will be charged at the current tariff.

One basket of Logs for off season bookings free (then we will sell you wood for €10 per day).

Bed linen and towels for the number of people booked, 2 tea towels and a bath mat.

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.

Arriving & Leaving

Your accommodation is available from 16.00 – 20.00 on your rental start date. You must vacate the gite by 10.00 on the final day.

Changeover day is Saturday in high season, and flexible outwith high season.

The gite is for holiday use only – Neither you, nor any person allowed into the property by you, has the right to remain in the accommodation beyond the agreed departure date. You will be liable for any losses incurred as a result of delayed departure.

Your responsibilities

Your general responsibilities include, but are not limited to:

Ensuring only the number of people for whom the booking is made, stay in the gite. Informing us in advance if you expect any visitors coming to the gite. You are responsible for your visitors at all times when at the gite or in the grounds, they must comply with our terms and conditions.

VISITORS ARE NOT PERMITTED TO USE THE GITE FACILITIES IN ANY FORM WHATSOEVER.

The gite cannot be used as a base for a party.

Reporting to us any breakages or missing items (you will not normally be charged for minor damage or breakages).

Keeping all furniture, fittings and effects in the same good condition as they were found.

Ensuring the BBQ is safely extinguished at the end of the evening and cleaned at the end of your stay.

The gite and grounds and swimming pool area are all non-smoking areas.

Please divide your refuse and place recyclables into the clear & yellow sacs. 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.

Our Animals

- Please do not feed any of our animals (dogs/ cats/sheep). Our friendly dogs (Cocker Spaniels) may bark when they hear visitors.
- Please be aware that our cats are thieves and will steal any food left outside.
- Our cats and dog(s) are not allowed inside the gite.

Care and Cleaning of the Gite

We ask for a security deposit to be paid with your final balance. €200/£200 can be paid into our bank account. All deposits are returned by bank transfer in the currency paid within one week and following a positive inspection of the gite.

For guests booking through agents such as Booking.com the deposit must be presented in cash on arrival and will be returned after a positive visual inspection on departure.

Cleaning the gite is **not** included in the letting price (unless booked via booking.com). On departure, the gite should be left clean and tidy, **in the same condition as on arrival**, ready for the arrival of the next guests.

We reserve the right to retain part or all of the security deposit should the gite be left excessively dirty or damaged. Extra cleaning will be charged at a rate of €50 per hour.

Swimming pool

Please DO NOT USE P20 SUNCREAM. This reacts with chlorine in the pool and indelibly stains fabrics.

Showering with soap will remove the cream and protect our towels, bedding and your clothes.

We will and have invoiced guests for damage caused to towels, bedding, pool furniture and excess filtering of the pool to remove P20 sunscreen. ALL damage so caused will be deducted from your security deposit.

Smoking

Smoking (including e-cigarettes) is not permitted in the gite, in the grounds or around the swimming pool area. We reserve the right to charge an extra cleaning cost if we deem the gite to have been damaged by smoke fumes. This damage may include, but is not restricted to, smells and odours, stains, marks or cigarette burns to floors, walls, ceilings or furniture and fittings.

Email Contact

Please read our GDPR & Privacy Policy regarding email addresses and marketing.

Pets

We do not accept ANY pets at Gite Le Bois Vert. If you ignore this and bring a pet, you will have to secure kennel accommodation elsewhere, you will not be permitted to bring the pet on our premises.

Complaints

Should you have any complaints with regard to your stay at the gite you must inform us at the time of the complaint and without fail before you leave. This includes, although is not limited to, dissatisfaction with the gite and accidents to you or any in your party whilst at the gite. If you encounter any problems with the gite please let us know as soon as possible and allow us suitable time to rectify the problem. We cannot consider any complaint brought to our notice after you have left.