

La Rougerie Farm Booking Conditions

Welcome to La Rougerie Farm. We hope you enjoy your stay with us and look forward to welcoming you to Saint-Fromond, Normandy. This is the technical bit but we have tried to make it as friendly as possible!

1. Advert and Accuracy

We have made every effort to ensure that the advertising material is accurate at the time of publication, but we do ask you to bear in mind that you are visiting a farm in France and sometimes things happen which are outside even *our* control. We have provided all the information in good faith but no warranties are made regarding information provided, either written or oral.

2. Booking and Payment

Bookings can be made and confirmed by E-mail and a payment in the form of a deposit of 25% of the full price (non refundable). The balance is payable on arrival. We accept bank transfers (English or French); French cheques and cash. Please note that we do not accept credit cards at the farm.

3. Prices

Prices include electricity, gas, water, bed linen and towels.

4. Cancellation

We 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 need to cancel we will try and arrange an alternative date for you. If that is not possible then you should refer to your insurance company.

If a cottage is unavailable on the day stated, due to unforeseen circumstances (which has never happened so far), we will do everything we can to provide alternative accommodation which meets your needs. If this is not possible, all rent money will be refunded without question, but no further liability will fall upon the owners.

5. Your responsibilities

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. Please let us know if anything is broken / fails to work so that it can be fixed for our comfort and that of the following clients. Please do not arrive at the property before 4.00 p.m. and kindly leave by 10.30 a.m. on the day of departure (unless previously arranged) in order to give enough time between clients to ensure that the property is ready. Please make sure you have our contact details with you when travelling and let us know if you need detailed directions before you leave.

6. Complaints

If we are doing something wrong or you are not happy with anything during your stay, please let us know at the time so we have a chance to fix it. We want you to have a really good holiday and we will help however we can. If we do something right we would be grateful if you could tell other people ;O)

7. Animals

This is a farm and you are welcome to meet the animals and even to help look after them. However we do ask that you do not go into the animal areas without one of the farmers, particularly if you have small children.

8. General

Whilst every possible effort will be made to maintain the house and 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 fix the problem as soon as possible.

9. Food & drinks

We offer packed lunches and evening meals to order, please make sure you let us know beforehand if there is something you don't like / can't eat. We also sell beers, wines and of course, ciders and home made brews!

10. Car parking

There is lots of car parking so there is no need to reserve. If you would like covered parking please let us know beforehand.