

# La Bernerie

## Booking Conditions

Bookings remain provisional until the completed booking form has been received and signed by the owners and the deposit payment has cleared. Confirmation of the booking will be sent with a final balance statement showing the date for final payment. Directions to La Bernerie will also be issued at this time.

**Cancellation Policy: The deposit is non refundable.**

Notification of intent to cancel a booking must be received in writing no less than 8 weeks prior to the start date. All monies paid, excluding the deposit, will be returned.

If cancellation takes place less than 8 weeks prior to the start date **A FULL REFUND WILL ONLY BE MADE IF THE PROPERTY IS RE-LET AT THE FULL PRICE.** Any expenses or losses incurred will be deducted from any refundable amount.

The security payment for £300 is returnable to you 7 days after your visit. However the owners reserve the right to keep the money or make a charge against it in the event of the property or belongings being damaged or left in an unacceptable condition.

La Bernerie will be available from 3pm on the day of arrival. There will be no right of entry prior to then (unless previously agreed with the owners).

The property must be vacated by 10am on the morning of departure, you have no right to remain after this time (unless previously agreed with the owners).

The number of guests staying at La Bernerie is fixed at the time of the booking; no alterations will be made without the owners' permission prior to the holiday.

Guests agree to take good care of the property and surrounding areas, keeping them clean and tidy and to leave the gite in the condition they found it in.

**Cleaning** - please note the price paid includes up to 3 hours cleaning maximum, thereafter cleaning will be charged at 50€ per hour or part there of.

Guests agree to no smoking in the gite. **Smoking in the gite will result in the immediate loss of the security money.**

Guests agree to using the waste bins provided for feminine sanitary products/babies nappies etc. and not to put them down the toilet.

Guests agree not to cause a disturbance to others.

Guests agree to report any damage or defects to the owner without delay. If the owners need to replace or source replacement equipment etc on changeover days, this will be charged at 50€ per hour or part thereof plus fuel etc /km travelled.

Guests agree to reimburse the owner for any breakages/damage caused to the property, contents or equipment, whether caused by accident or negligence.

### **Pool area:**

**Please note that the pool is available from the 1<sup>st</sup> of May to the 31<sup>st</sup> of September when the heater will be used, the heater is set at 28C, but we cannot guarantee this temperature will be reached** (outside of these dates the pool is available but will not be heated)

Guests agree not to allow unsupervised children around the pool for safety reasons.

Guests agree not to have glass or food around the pool.

Guests agree not to wear shoes around the pool.

The pool is for the use of the gite guests only.

For security reasons guests agree to leave the pool cover in place once it has been drawn over the pool by the owners.

**Please note it is an offence to wedge the pool gate open, pool security is not just for the guests' children but for anyone that tries to enter the pool.**

The owners reserve the right to enter the property/pool area at any time.

The owners shall not be responsible for for any stoppages in the supply of public services to the property, or for personal injury, loss or damage to personal belongings caused accidentally or as a result of adverse weather conditions.

You are advised to take out comprehensive travel insurance to include cancellation cover and medical cover (plus E111).