

## **Terms & Conditions - France**

### **Booking and Payment terms**

Once your booking has been confirmed, a non-refundable deposit of 20% of your total holiday cost will be required to secure your holiday dates (this forms part of your full holiday cost). The full rental balance will be due 8 weeks before your departure. If your departure date is less than 8 weeks away, the full balance will be due as soon as you're booking has been confirmed. **At time of full payment**, an **extra** payment of £100 will be required as a security deposit; this will be refunded as and when a satisfactory inspection of the property is completed, usually within two weeks after your departure (***kindly leave our home in a reasonable order, should extensive additional cleaning be required i.e. BBQ on your departure a charge of £20 may be deducted from this deposit***) any major breakages/replacements will also be deducted from this deposit and then the balance returned. Please report any breakages or damage so I can replace/fix (will only charge if large items - not the odd glass etc) due to weak power supply no personal heating appliances allowed, there will be a charge if excess electric used

### **2) Insurance**

It is the hirer's responsibility to take out appropriate insurance to cover all aspects of the trip including accidents and to assure passports, visas and other documents are in order.

We accept no responsibility if cancellation, becomes necessary, due to war or threat of war, riot, terrorist act, natural disaster or adverse weather conditions or any other matter out of our control or for closure or cancellation of any flights/ferries.

### **3) Occupancy**

The **maximum** number of persons permitted to stay in the farmhouse is 7 ONLY due to septic tank capacity. Sorry but **Pets and animals are expressly forbidden from our homes sorry. Smoking is also prohibited** within the home.

**The property will be available to clients ONLY from 4pm on the date of arrival and must be vacated by 10am on date of departure**, unless arranged prior to arrival date.

An adult must accompany persons under the age of 18. The guests must not use the Accommodation except for the purpose of a holiday by the guest and the guest's party during the holiday period, and not for any other purpose or longer period. Guests must allow the owner access to the home if requested.

### **4) Responsibility & Pool**

We will not be liable for any loss or injury resulting from the use of the property, garden areas and the pool **Activating the Swimming pool Alarm system is the responsibility of Adult guests**, by the signing of the booking form all guests and their visitors agree that the owners will not be liable for any injury or death that may occur from the use of the swimming pool and they have read and fully understood the Alarm and Pool Rules on display in the pool area – any inflatable toys must not be left in the pool unattended or overnight as the pool will go green. **A GATE REMOTE** can be made available on arrival however, if lost 40euros will be deducted from your holding deposit. The gate can be opened manually.

### **5) Cancellations**

Cancellations must be received in writing. We reserve the right to cancel a booking if full payment is not received in accordance with clause 1. Cancellation will result in: Loss of rental deposit in all cases

**a) 6 weeks to arrival - 50% of total rental   b) 4 weeks to arrival - 100% of total rental.**

If cancelled, we will endeavour to re-book the Accommodation for the holiday period and, if successful will refund the relevant proportion of the money paid less £100.00 to cover office administration. If, following a booking, the full balance is not paid on time, we shall notify the guest. If, after 7 days from the date on which full payment is due, full payment has not been received we may cancel the holiday booking and the above cancellation charges will apply, the guest remains liable for 100% of the holiday cost.

### **6) Complaints or Dissatisfaction**

Any problem should be reported within 12 hours, we are contactable via email or mobile 24/7 or we may be on site. Please do not let anything ruin your holiday we will try to resolve within 24hours. If after reporting the problem you are still not satisfied any complaint must be sent in writing within 7 days of returning. We will attempt to resolve any dispute within reasonable time. We will not be held liable for the actions of a third party or public utility or any other incident caused by circumstances as stated in clause 2.