

Le Grange Gites

Terms and Conditions

Please find below booking conditions:

Booking Conditions, please read these, they are important!

Please read these conditions carefully as they are the terms of your contract with us. Agreed bookings will not be confirmed until full, non-refundable deposit of 25% has been received. Dates enquired of will only be held open for seven days pending receipt of deposit. All prices are quoted in Sterling (£) and cheques should be made payable to Mr S T Barron.

The full balance is due 10 weeks prior to the date of arrival (this date is indicated on your booking confirmation sent after paying your deposit). Should you fail to make your final payment on time then a £25 or equivalent euro late fee for administration costs will be charged and added to your final balance, please also note that paying late risks your holiday, as we will re-mark any unpaid weeks the day after the final payment date

Cancellations

Once a booking has been confirmed you are contracted to pay the full balance due as described above. If you wish to cancel the holiday at any point before the start of your holiday, any deposit will be lost. If you cancel within 10 weeks of the start date of your holiday, you are liable to pay any balances owed, we will attempt to re-let the accommodation, if successful, and if all our Gites are fully booked and at our discretion we may refund up to 50% of the holiday cost. You must appreciate that the shorter the notice, the less likely we will be able to re-let the accommodation. You are strongly advised to take out travel insurance which covers any financial loss resulting from cancellation.

Accommodation

The Gite is let from **16:00hrs on the date of arrival and must be vacated by 10:00hrs on the date of departure**. This allows us time to prepare for each arrival. Cleaning is not included and you are expected to leave the accommodation clean and tidy as you found it and any breakages/equipment failure must be brought to our attention at the time. Clean bedding is provided on a weekly basis on demand, please just ask one of us if you would like this, but we do not provide soaps or detergents etc. We ask you not to use bleach cleaners as they can affect the efficiency of the waste system.

Any damages or breakages must also be reported to us as soon as they happen or are found, to enable us to repair / replace any items as soon as possible, they must not be left until the end of your holiday, you are responsible for any costs for damages or breakages even if more than any security deposit paid, please ensure your holiday insurance provides cover for this should any damages or breakages occur (please also see the security deposit section below, if this is paid)

Please note that if you depart after the 10am or agreed departure time and have not pre-requested and paid for a later departure we reserve the right to deduct a late departure fee from your security deposit

Smoking is not allowed inside the Gite, we thank you for your co-operation with this.

Early Arrival / Late Departures

We now offer where possible a early arrival or late departure, if you would like to take advantage of this please let us know so we can reserve this for you, places are limited due to when guests arrive and depart and the number of units we need to prepare - we will email you 2 weeks before your arrival to offer this service if it is available, (for departures you will have to confirm this during your stay, as we may have already offered an early arrival to the next guests). We ask that if you would like either an early arrival or late departure that it is best let us know before hand. We make a small charge for this service for additional help to prepare the Gites and for additional services used water, electricity, etc. The prices are as follows: (payable in euros on arrival)

If you wish to arrive between 10am and 1pm - 20 euros per Gite

If you wish to arrive between 1pm and 4pm - 10 euros per Gite

If you wish to depart between 10am and 1pm - 10 euros per Gite

If you wish to depart between 1pm and 4pm - 20 euros per Gite

If you wish to depart between 4pm and 7pm - 30 euros per Gite

If you have booked multiple Gites and you wish to take a early arrival or late departure, you cannot chose to have less Gites than booked (unless only that booked Gite guests are wishing to use the Gite), so the fee would be payable for the number of Gites booked.

If you have reserved an early arrival or late departure and chose to arrive later or depart earlier, the fee would still be payable as the Gite would have been prepared for you, or the next guests refused an early arrival or late departure.

Additional People - And Friends / Family

If you decide at anytime after you have made your booking that you would like to change the number of people in your party (more or less), please contact us. If the number exceeds the occupancy of the Gites and extra beds are required, the additional persons fee will be payable.

It is not possible to accept other friends and family coming to use the facilities at the Gites, as these persons would not have paid or be insured for the use of the Gite, and also it would not be acceptable to other guests to have non-paying guests using the facilities. (However you can have friends come round for tea or coffee, just not the pool, washing, showering etc, etc, we have had a issue before with 1 Gite being booked and another family using a camp site wanting to use the pool, showering, cooking, washing etc! we are sure you understand)

Services

Electricity and Electric Heating is fully included in all stays, however we do ask that when you are not in your accommodation you switch off or turn down heaters, lights etc, in the interest to the environment and to help us keep this included within the holiday costs

Water - This is included in all stays

Pets

Sorry we Do Not accept Pets, due to the external layout and interiors of the Gites. Should you arrive with Pets you will be refused entry to the Gites and any payments you have made would be lost

Children

Children must be supervised at all times, both for their own safety and for the respect of guests staying in the other Gites. Please keep noise to respectable levels for us,

our other guests and our neighbours

Pool and Garden

Children must be supervised at all times, sorry we do not allow the use of water pistols or taking of water from the pool as this affects the heating and filtration system, there is no jumping or diving into the pool, nor food or drinks with the pool area for safety and hygiene reasons, we also ask that you respect the amount of water being thrown out of the pool, also please respect the equipment within the Gite and Gite gardens. There are 8 sun loungers around the pool of which two are per Gite as a minimum you are welcome to use more but please share them fairly with other guests, On arrival you will be given an important safety information pack, which details use of the pool, gardens, Gite etc., this must be read before using the gardens for your health and safety. These rules are just to ensure that everyone is safe and all the equipment is available week after week. The pool is opened by us in the morning and closed in the evening (please do not try to open the pool yourselves), current Pool opening and closing times are shown on our pool page of our website, Garden rules are generally take a common sense approach

Security Deposit

You may be asked to provide a security deposit; this amount is £100 or 100 euros per Gite, this will be asked for and combined if booking more than one Gite to cover any damages or cleaning. It is payable with your final balance and will be returned to you by cheque or Bank Transfer or Pay-Pal within 14 days of departure, and breakages or damages may be taken from this security deposit as necessary.

General

We will not be liable for any failure of Electricity, Wi Fi or Water supplies to the Gite; nor in regard of any equipment, machinery or appliance in the accommodation or grounds; nor any other matters beyond the reasonable control of ourselves; nor for any loss, damage or inconvenience caused to or suffered by any guest should the property be destroyed or substantially damaged prior to the rental period, in an exceptional circumstance of the property being destroyed or the property being not available to you no more than the amount already paid by you in respect of the rental. Under no circumstances shall our liability to you exceed the amount paid to us by you for the rental period.

The use of the accommodation, grounds, equipment or other amenities is entirely at your risk and we accept no responsibility for any injury, loss or damage to guests personally, their belongings or vehicles. **You are reminded to bring form EHIC (European Health Card) with you.** (Previously E111)

We ask that at all times you respect the property and its contents. Noise, please respect guest staying in the other Gites, our Neighbours and Us.

We cannot guarantee the accuracy of information contained within, or on our website but will do our best at all times to ensure that all information is up-to-date.

We reserve the right to remove any item at any time should this become necessary

We reserve the right to refuse guests or to terminate this contract at anytime. Refunds will be given if appropriate.

Finally we hope you chose "Le Grange Gites" and that you have a pleasant holiday with us.