



# Lemarielle & Le Raphael Gite

*Holiday home with a difference*

## Terms and Conditions

### **PAYMENT**

A deposit of 30% is required to confirm your booking. The balance of the basic cost of the holiday is to be paid at approximately 8 weeks before the holiday is due to commence.

### **CANCELLATION**

Should you or any member of your party need to cancel your booking, after it has been confirmed you must notify us immediately. The following cancellation charges will be payable: -NB If we are able to re-let the accommodation reserved for you, at the same price, we will happily waive the cancellation charges subject to payment of an administration fee up to an equivalent to 10% of the full price of the accommodation. If we are able to re-let the property at a lower price the cancellation charge plus the difference between the price obtained and the price that the accommodation was reserved at.

**CANCELLATION CHARGES** These are taken from the date of receipt of the Client's written cancellation notification. Charges are calculated on the basis that the property is not re let, (often it is possible to re-book depending when a cancellation is received), whereby the above terms apply. More than 90 days before arrival date 30% of total cost, 90 - 57 days- 50% and 56 - 0 days- 100%

### **RESPONSIBILITIES**

- a) You and your party are expected to behave with due consideration for the property and its facilities. Chatillon is a peaceful rural community which welcomes holiday makers but discourages inappropriate behaviour.
- b) Swimming Pool – this is alarmed in accordance with current safety requirements. Guests may use the pool at reasonable hours, typically between 10am and 7pm to allow for essential maintenance activities to be performed. Children are only permitted access to the pool area if they are under the supervision of a responsible adult member of their party.
- c) Whilst to date we do not ask for a security deposit and rely on the integrity of our guests it may prove necessary to recoup costs for breakages or repairs following departure. Broken or damaged articles will be charged at the cost of repair (where possible) or direct replacement. This applies only if it is a significant breakage, damage or cost.

**TIME OF ARRIVAL & DEPARTURE** Unless otherwise agreed bookings will commence not before 4.00pm on the day of arrival and the property should be vacated by 10.00am at the latest on the day of departure. **Changeovers** - the changeover day is SATURDAY unless otherwise agreed with the Owners.

**CLEANING** -The client is responsible for leaving the cottage in generally the same condition as they find it. This includes returning all furniture to its original position. If in the opinion of the owner, the house has not been satisfactorily cleaned, a cleaning charge of 30 Euros will be requested. Equipment is supplied in the Cottage for day-to-day cleaning.

**INVENTORY**- there is a basic inventory in place in accordance with insurance, please let us know immediately of any damaged/missing items. Similarly any breakages/damage or items requiring maintenance identified during your stay should be reported. We reserve the right to charge for any broken/damaged/missing items. If this proves to be necessary the Client agrees to pay for replacement of these items in full within 2 weeks of departure.

**TRAVEL ARRANGEMENTS** These are your own responsibility and no claim or refund can be entertained as a consequence of any problems created by your chosen provider. **PASSPORTS & HEALTH REQUIREMENTS** These are your sole responsibility.

### **LIABILITY**

We cannot accept liability for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:-

- a) The fault of the person(s) affected or any member of their Party or  
b) the fault of a third party not connected with us and which could not have been predicted or avoided or  
c) We cannot accept responsibility for any loss or damage to guests belongings or possessions.

### **COMPLAINTS**

In the unlikely event that you have a complaint please mention the problem to us as soon as possible and we will do our utmost to remedy it. We cannot take any responsibility for complaints received after departure.

**ACCURACY** Every effort is made by us to ensure the accuracy of all information on marketing web-sites and in any literature.

**OUR COMMITMENT** We will do all we can to help you to have a thoroughly enjoyable and pleasant holiday. Please inform us if you have any special needs, requests or dietary requirements.

**ACCEPTANCE OF CONDITIONS** Signing & dating where indicated confirms knowledge and acceptance of these conditions of booking. Similarly also acceptable is an e-mail acknowledgement as having received and seen the document.

**PARTY LEADER** - the person signing here is deemed to be the party leader and is responsible for all members of his/her party adhering to these conditions of booking.

Name..... Signed ..... Dated .....

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