

TERMS AND CONDITIONS (Rental Contract / Terms & Conditions)

In these Terms & Conditions, "you" and "your" means all persons named on the booking form including anyone who is added or substituted at a later date. "we" "us" "our" and "owner(s)" mean the owners, David and Heather Higgs, La Garenne, Exideuil-sur-vienne, 16150, France

1. THE PROPERTY

1.1 The properties known as La Garenne, Le Terrier or The Old Notaires are offered for holiday rental subject to confirmation by the owners, David and Heather Higgs

2. HOW TO BOOK

2.1 You must contact us prior to making a booking to obtain confirmation of availability. Subject to availability, and on your request, a provisional booking will then be made. A non refundable deposit of 25% of the total rental, must then be paid within 7 days of making your provisional reservation (refer to clause 3.1 below). Failure to meet this requirement may result in a cancellation of the provisional booking.

3. PAYMENT

3.1 A non refundable deposit of 25% of the total rental must be paid within 7 days of making your provisional reservation.

3.2 The balance and security deposit must be paid not less than 6 weeks prior to your arrival at the property.

3.3 We are entitled cancel the booking if the balance is not paid on time (refer to clause 8)

3.4 Bookings taken within 6 weeks of your arrival must be paid in full, including the security deposit (see clause 6)

4. CONFIRMATION AND RENTAL CONTRACT

4.1 Once we have received your booking and all appropriate payments, we will confirm your booking in writing or email. Please check all details carefully as soon as you receive them. If any of the information appears to be incorrect, please contact us immediately, as it may not be possible to make changes at a later date.

4.2 A copy of this rental contract will then be sent to you, which should be signed and returned prior to or along with your final balance to;

David and Heather Higgs,
La Garenne,
Exideuil-sur-Vienne,
16150
France

5. RENTAL

5.1 The prices detailed are in € Euro's and £ Sterling.

5.2 All the properties are fully furnished and equipped. The rental price includes:

- electricity, heating and water costs (except during low season)
- bed linen and towels (beds will be made up for your arrival)

Guests are expected to leave the property in a clean and tidy state upon departure. A

charge will be made if exceptional cleaning is required.

5.3 We reserve the right to make changes to and correct errors in advertised prices at any time before your holiday is confirmed. We will advise you of any error of which we are aware of at the time of booking.

6. SECURITY DEPOSIT

6.1 A security deposit for each property rented is payable in advance together with the final balance (in exceptional cases this can be paid on arrival). This will be returned to you within 2 weeks of departure, unless replacements or repairs to the property and its contents, or excessive cleaning, are required.

7. CANCELLATION BY THE OWNERS.

7.1 In the unlikely event of a significant change or cancellation of your booking by us, we will inform you as soon as possible. A full refund will be provided within 14 days.

8. CANCELLATION BY YOU.

8.1 Any cancellation by you (for whatever reason) must be provided in writing. The effective date of cancellation is the date we receive written notification.

8.2 Cancellations less than 4 weeks prior to arrival will be charged at full cost. Cancellations received between 6 and 4 weeks prior to arrival will be charged at 75% of the full rate.

Cancellations received between 8 and 6 weeks prior to arrival will be charged at 50% of the full rate.

9. YOUR RESPONSIBILITIES

9.1 You must keep the property and all the furniture, fittings, facilities, equipment and grounds in the same state of repair and condition as at the commencement of the holiday, and in the same state of cleanliness and general order in which it was found. You will be responsible for the payment of any breakages, loss or damage to the property caused by you. The owner reserves the right to make deductions from the security deposit for any extra cleaning and to claim for any damage or loss, the cost of which exceeds the security deposit.

9.2 Any defects to the property or breakdown in the equipment or appliances should be immediately notified. Arrangements will be made for repair or replacement as soon as possible.

10. NUMBER OF PEOPLE USING THE PROPERTY

10.1 Only the number of persons stated in the booking may use the property unless otherwise agreed with the owners. The maximum number of people, including infants allowed at the property may not be exceeded. The owners have the right to terminate hire without prior notice and without refund or compensation if the agreed numbers are exceeded.

11. ACCESS

11.1 We shall be allowed access to inspect the property prior to your departure. We also have the right to access the property during your stay to carry out any maintenance.

12. BEHAVIOUR

12.1 The person signing the contract is responsible for the correct and decent behaviour of the party. Should a member of your party not behave accordingly, we may use our absolute discretion to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation. We will not have any further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

13. ADDITIONAL SERVICES AT THE PROPERTY

13.1 Payment for additional services such as babysitting is normally made on location.

14. LINEN

14.1 Linen is included with the rental and automatically changed once a week. If you require more frequent changes, you should request this at the time of booking (there may be an additional charge).

15. GROUNDS

15.1 Young children must supervised.

16. SECURITY AND VALUABLES

16.1 Valuables left at the property are left at your own risk. We are not responsible for any loss. Proper care must be taken against theft and burglary. It is essential, and also your responsibility, to ensure that all doors and windows are closed and locked when leaving the property. No refund can be given should you decide to vacate the property as a consequence of a burglary.

17. ARRIVAL AND DEPARTURE

17.1 Arrival is after 16.00 hours local French time (normally GMT + 1 hour).

17.2 You must vacate the property by 10.00am local French time on the day of departure. If these times cause you difficulty, please advise us at the time of booking.

17.3 Normal changeover day is a Saturday. Other changeover days may be possible during low season only, subject to availability and must be agreed with the owners at the time of booking.

18. INFORMATION

18.1 We reserve the right to make modifications to the property specification that are considered necessary in light of operating requirements. In the interest of continual improvement we reserve the right to alter furniture, amenities, facilities, or any part of any activities, either advertised or previously available, without any prior notice. (See also clause 7). We will inform you accordingly

19. PETS

19.1 Pets are allowed at all of our properties

19.2 They will incur an additional charge for each night

19.3 The security deposit will be increased if Pets are in your party

19.4 We expect you to clean up after your pet

19.5 We would ask that your pets do not enter the bedrooms

19.6 There is only a court yard garden at Chabanais. This may be unsuitable for large dogs, although there are public parks just across the road.

20. OUR LIABILITY

20.1 We cannot be held responsible for noise or disturbance originating beyond the boundaries of the property or which is beyond our control.

20.2 We cannot be held responsible for the failure of public utilities such as water, gas and electricity.

20.3 We cannot accept responsibility for losses or damages caused by strikes, fire, storms, floods, airport or ferry closure or any other event beyond our control.

20.4 We cannot be held responsible for any injury, loss or damage to you personally, your belongings or your vehicles when using the accommodation, grounds, equipment or other amenities. The use of these amenities is entirely at your own risk and we accept no responsibility.

It is the responsibility of parents to supervise their children.

21. INSURANCE

21.1 We strongly recommend that you take out comprehensive travel insurance

The undersigned accepts these terms & conditions on behalf of all persons renting the property:

Signed Date

Name (Block Capitals) Number in
group.....

Address.....

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Arrival date.....(After 4pm)

Departure date.....(before 10am)
