

## **BOOKING CONDITIONS – 2023/2024 La Retraite**

Whilst every effort has been made to ensure that the brochure and all advertising material is accurate at the time of publication, we cannot be held responsible for changes or matters outside our control. All information is given in good faith but no warranties are made regarding information provided, either written or oral.

### **1. Booking and payments**

Bookings made via Air B&B, Vrbo, Trip advisor or any other booking company are subject to a deposit of 25% at the time of booking and the balance is due 12 weeks prior to arrival. A security deposit of £250 is required at the time of the final payment for your stay; this will be refunded within three days of your departure. Under no circumstances can the prescribed number of persons (6) per booking form be exceeded.

### **2. Dogs**

Dogs that are well behaved can be brought by arrangement (prior to booking) charged at the rate of £10 a day for each dog, this is payable before 12 weeks of arrival. Any money paid for dogs coming to the gite will not be subject to our cancellation policy and will be refunded in full if you cancel your reservation at any time up to the day of arrival.

The following rules will apply to all dogs without exception :-

We ask that dogs are not allowed to lay on bedding or beds.

Or are not allowed to lay on sofas or soft furnishings.

They are not allowed in the swimming pool as hair blocks the filters and claws could damage the pool liner.

We ask that your dogs are under close personal control at all times when you are outside of the Gite, and if they defecate that the mess is picked up immediately. We ask that this is adhered to as we try to keep the grass in good condition and prevent people having to walk through the mess and transferring it into the pool area. You can walk the dogs along the grass verges along the road to empty.

**Under no circumstances are dogs to be left alone within the Gite, In Exceptional circumstances we can lend you a dog crate.**

### **Prices**

Prices are per week and are inclusive of electricity, water and the provision of bed linen, towels including pool towels and tea towels.

Holidays between 1<sup>st</sup> November and 31<sup>st</sup> March will be charged at cost any electricity used over the weekly allowance of 25 euros.

A holiday tax per person is charged by the council (Taxe de sejour) approximately 1.5 euros per night for Adults only. This will be payable on arrival in cash please.

### **3. Cancellation**

If cancelling before 12 weeks of arrival any payment made to us will be refunded 100% minus a £50 booking and admin fee.

If cancelling between 12 weeks and 8 weeks of arrival 50% of the total rental price will be refunded.

If cancelling between 8 weeks and 4 weeks of Arrival 25% of the total rental price will be refunded

If cancelling between 4 weeks and the day of arrival 0% of the total rental price will be refunded

If the full rental amount is not received by the due date we reserve the right to cancel the booking and the above cancellation policy shown above will apply to any monies paid to us.

Should the Gite be unavailable on the day of arrival, due to unforeseen circumstances, every attempt will be made to relocate guests. If this is not possible all monies will be refunded without further question.

If as a result of Border closures you are not allowed to travel to the Gite we will transfer your holiday to another available date the same year or to the following year which may have an additional cost due to seasonal prices or latest increased prices for that rental year.

No refunds or transfers will be given for any vaccination restrictions issued by any countries government which as a result of your personal circumstances or negligence will prevent you or any of your party from coming to France within 12 calendar weeks of your arrival.

**We recommend that you take out insurance to protect from the risk of cancellation from the time of booking and for medical, baggage cover etc.**

#### **4. Our responsibilities**

Your property will be cleaned before your arrival and we respectfully ask you to remember you are staying in someone else's home and to leave it clean and tidy when you depart. We ask that our guests strip the beds and leave all dirty laundry in the kitchen. If extra cleaning is required a minimum charge of £50 will be levied. Breakages should be reported to the owner immediately, in order that it can be rectified before the following guests arrive. Please do not arrive at the property before 4pm and kindly leave by 10am on the day of departure in order to give sufficient time between clients to ensure that the property is ready. If you expect to arrive after 7pm please advise us in advance.

#### **5. Complaints**

In the event of a complaint arising, either on arrival or after occupation has commenced, this should be brought to the attention of the owners immediately so that remedial action can be taken without delay. We will do everything possible to deal with any difficulties both quickly and efficiently. The owners retain the right to enter the property at any reasonable time to deal with complaints and to carry out any repairs deemed necessary to the property or equipment. Any complaint after departure must be in writing within 14 days of your departure..

#### **6. Swimming Pool – Open May – September – 8m x 4m x 1.5m**

No diving as the pool is only 1.5 metres deep. No drinking glasses or bottles to be used around the pool (plastic only) or food (i.e. crisps etc. as it encourages ants) Children to be under the supervision of the parents at all times as the owners cannot be held responsible for their safety as there is no lifeguard on duty. **The pool alarm MUST be activated when the pool area is vacated**. Please do not leave rubber rings, balls or lilos in the pool in the evening as they block the skimmer.

## **7. General**

Whilst every effort will be made to maintain the pool and household equipment in good order for the enjoyment of our guests, we cannot accept liability in the event of any unforeseen circumstances but would ask you to bear with us whilst we attempt to rectify problems as soon as possible. Smoking ONLY permitted outside. Any damage or breakages must be notified as soon as possible.

Please place all recyclable rubbish in the bins in the road outside the gite. This is the yellow bin.

All bottles and glass jars etc. please place in the bin provided in the outside bike shed.

Any nappies, sanitary towel or dog waste please bag and put in the outside bin provided. At the end of your stay with us please remove the plastic bag from the bin and securely tie it up and we will dispose of it for you

## **8. Additional Guests**

Your friends are welcome to come to visit but under no circumstances are they allowed to stay at the premises overnight. No pool parties allowed or any type of Party with additional guests are permitted. No dogs are permitted on the premises belonging to guests without our permission and will need to be on a lead at all times whilst on the premises.

## **9. BBQ**

Two charcoal BBQ are available but please ensure they are left clean at the end of your stay.

## **10. TOILET / SEPTIC FOSSE**

**Toilet paper will be supplied in the Gite, Do not put any other paper or the following down the toilet as the property has a septic fosse and therefore NO chemicals / waste / tampons / female hygiene products / baby wipes / facial wipes / cleaning wipes etc. should be flushed down the toilets or poured down the sinks, this will result in blocking or damaging the system which will prove costly to rectify. Any of the above please bag and dispose in waste bins.**

## **11. Wood burner**

The wood burner should not be required during the summer months – May-October  
Outside of these Months some wood will be supplied any additional firewood required will be charged at 50 euros a trailer load delivered..