

## Les Côtes – Pauliac

### Terms and conditions

Provisional bookings will be held up to 4 days pending confirmation of receipt of a non-refundable deposit of 25% and return of the signed contract / terms and conditions. An invoice will be returned as formal confirmation of the booking.

Balance of payment (75%), should be paid by **DIRECT BANK TRANSFER** and is due 10 weeks prior to the date of arrival along with the security deposit. If payment is not received by the due date, the Owner reserves the right to give notice in writing that the reservation is cancelled. The client remains liable to pay the balance of rental unless the Owner is able to find another rental. Reservations made within twelve (12) weeks of the start of the rental period (arrival date) require full payment at the time of booking.

**Security Deposit:** A security deposit of £400 will be required with the final payment. This should be paid by bank transfer prior to arrival. Cheques are not acceptable. The security deposit is to cover any eventual breakages and any abnormal cleaning costs. The deposit will be refunded following your departure and after inspection to confirm the property has been returned in the correct condition.

**Please note that pets are not allowed at this property.**

**The Farmhouse, Barn Conversion and Summer Kitchen are designated strictly non-smoking.**

**Cancellation:** In the case of cancellation by the client, we regret that the 25% deposit remains non-refundable. Cancellations made after the balance payment has been made, will only be refunded if the Owner is able to re-let the property for the specified dates. If a replacement booking is not found the guest remains liable for the full rental price. Should the Owner manage to re-let the property for the same period you had booked, the Owner will refund all monies paid.

**Insurance:** The Client is strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, public liability etc, since these are not covered by the Owner's insurance.

**Tariff:** Rental prices may increase/decrease at any time (updated on Owner's Website) but not after your booking has been confirmed. Prices include gas, electricity and water, the use of the property and contents, its swimming pool and grounds (unless otherwise stated on your contract). Mobile phone reception is sometimes unreliable in the region. Internet & e-mail wi-fi access is available. Internet is provided on a broadband system and as such may not be as powerful or reliable as found in urban locations. Also, due to the properties thick stone walls WIFI may not be available in all rooms of the property.

**Sleeping numbers:** the sleeping capacity stated for the property must not under any circumstances be exceeded.

**Arrivals and departures:** In order to prepare the houses for your comfort we ask that arrival be no earlier than 17h00. Departure must be no later than 10h00. If this should cause any problems please discuss this with the Owner and, when practical, other arrangements may be made.

*Please note at the time of booking, and on receipt of your confirmation, invoice and directions to the property, you must check all the details and notify the owners of any discrepancies.*

**Cleaning:** You and all your party agree to keep the property clean and tidy and to vacate the property in a similar state of cleanliness as found upon arrival.

The Owner reserves the right to make a retention claim, to withdraw from the security deposit monies, to cover additional cleaning costs if the property is left in an unacceptable condition.

The property will be checked on the morning of your departure. The Owners will account to the Client for the security deposit and refund the balance due by bank transfer within two weeks after the end of the rental period

**Complaints:** The Client shall report to the Owners, without delay, any defects in the "Property", or in respect of any equipment, plant machinery or appliances in the "Property", garden or swimming pool. Arrangements for repair and/or replacement will be made as soon as possible.

**Force Majeure:** Except where otherwise expressly stated in these booking conditions, the Owner cannot accept any liability where the performance or prompt performance of the Owner's contractual obligations is prevented or affected by, or you otherwise suffer any damage or loss as a result of, "force majeure". In these Booking Conditions, "force majeure" means any event which the Owner could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire & all similar events outside our control.

The Owner is not responsible for any loss of services, such as internet, water or electricity, which occurs before arrival at the Owner's property or during your stay and is the responsibility of another legal provider i.e. an electrical or water company. You are advised to ensure you have appropriate insurance to cover you should the property not be habitable because of a failure in supply of utilities by such third party companies.

**Swimming Pool:** Will normally be available from Mid May to Mid September. However this cannot be guaranteed. Please ask, when booking, for details. Diving is not permitted.

French law requires pool safety measures but specifically states that parents are primarily responsible for the safety of children and does not negate parental responsibility.

**Animals:** Pets are not allowed at this Property.

**Local wildlife:** The properties are rural country properties. Tenants must expect the presence of animals, birds, insects and suchlike. In certain weather conditions/seasons these may be heard or seen in the house. The Owner will help to resolve such inconveniences as quickly as possible but this must be accepted by guests as an inherent part of rural life.

**In the event of failure to respect any property and grounds:** The Owner reserves the right to take any appropriate action, including immediate termination of the tenancy (when no refunds will be made and the Owner will have no further liability to you) if any property including the pool and its grounds are abused or misused or if the number of persons staying at the property exceeds the number stated on your booking form.

Parking caravans, motorhomes or pitching tents is not permitted. Damage to the property or linings of swimming pools as a result of the fault or abuse (wilful, negligent or otherwise) of the tenants will be fully charged including cost of replacing a liner and consequential loss re future lettings. Guests must not touch or interfere with any pool equipment or materials or similar equipment. Guests are expected to behave in a circumspect manner at all times & to abide by any house rules.

**Payments:** Payments must be paid by Direct Bank Transfer. Details of the Owner's account will be supplied to clients by the Owner.

Unfortunately credit card payments cannot be accepted.

Parents/guardians with children are ENTIRELY responsible for the correct surveillance of infants by swimming pools and all other parts of the property. NO responsibility will be accepted for accidents occurring on the property.

**I HAVE READ YOUR FULL TERMS AND CONDITIONS AND ACCEPT THEM ON BEHALF OF MY PARTY WHO WILL RESIDE IN THE PROPERTY, ON WHOSE BEHALF I AM DULY AUTHORISED TO MAKE THIS AGREEMENT. I AM OVER 18 YEARS OF AGE.**

Date:

Signed:

Print Name: