

Bookings Terms and Conditions for Les Granges aux Cerfs

1. A contract between the Guests (You/Your) and the owners of Les Granges aux Cerfs (Us/We/Our) will come into existence when you have paid the booking deposit of 25% and returned the booking form together with the signed terms and conditions. On receipt of the deposit and forms, we will confirm the booking by issuing a confirmation email for the holiday dates requested. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Bookings are Sunday to Sunday unless otherwise agreed.
2. Payments must be made in Euro or £ Sterling by bank transfer.
3. The initial payment will be 25% non-refundable deposit and must be paid at the time of booking. Bookings made less than six weeks before your arrival date must be paid in full.
4. The balance must be paid no later than six weeks before the first day of your holiday. An email requesting the payment of the outstanding balance will be sent to you prior to the 6-week deadline. If the outstanding balance is not received by the due date, we reserve the right to cancel your booking. Your initial deposit will not be refunded.
5. If you cancel your booking, your initial 25% non-refundable deposit will be forfeit. We ask for cancellations to be made in writing by email. If you cancel less than 6 weeks prior to the holiday; then the full balance remains due and is not refundable. In the event of cancellation during the holiday dates, we reserve the right to not refund any payment made for the accommodation.
6. If you wish to amend your booking, such as change dates, we will endeavour to comply with your request. However, if we are unable to meet your request, we will not accept any liability for any loss or additional travel expenses incurred by you.
7. If you decide to leave the accommodation before the end of your holiday, it will be deemed as a cancellation by you.
8. No refunds or reduced fees can be given for delayed arrivals.
9. There is no insurance cover of any kind for You and your guests in the booking cost. We will not be liable for any injury, loss or damage to You or Your belongings however caused. We strongly advise that You take out comprehensive travel insurance, covering personal effects, medical bills, cancellations, loss and damage of belongings.
10. Your booking will not be cancelled by us, except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
11. The number of persons using the accommodation at any time must not exceed 10 (ten) and only those people listed on the booking form can occupy the house (La Grange). We reserve the right to refuse admittance and withhold your Security Deposit if this condition is breached. In this case no booking payments received by us will be refunded to you.
12. You, acting as the Guest making the booking, confirm that you are over the age of 21
13. You shall not sub-let the accommodation or any part thereof.
14. Our Management Company reserve the right to enter the house and grounds to undertake essential maintenance or for inspection purposes. We will always endeavour to give reasonable warning in these circumstances.

15. Check-in will normally commence at 16.00pm unless otherwise agreed and guests are required to vacate the house by 10.00am on the day of departure. We ask you to leave the house in a clean condition, empty bins and wash any dirty dishes to an acceptable standard. Used bedding may be left on the beds and used towels in the bathroom. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests. We reserve the right to deduct cleaning charges from the security deposit if the property is left in an unacceptable condition.
16. Security deposit – In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. The £250 security deposit is to be paid with the balance and will be returned within ten days of the end of your holiday minus the cost of any damage/breakages.
17. Damage to property – Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice damage in your accommodation, please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found.
18. We ask you to lock the doors and close the windows when you leave the property unoccupied.
19. In the event that any keys issued are not returned at the end of your stay, then £30 replacement charge will be incurred by You for each key lost.
20. We will not be liable for any temporary stoppage in the supply of public services ie. electricity, water, telephone, internet connection beyond our control, nor in respect of any equipment or appliance failure.
21. Smoking is strictly prohibited inside the house, please ensure all cigarettes are disposed of carefully and considerately.
22. Regrettably, pets are strictly prohibited inside the house or on the property.
23. All inventory must remain in the property, as it was on arrival and not be relocated to another room.
24. Swimming pool disclaimer – Our pool has a cover which complies with French Law. It must be used when the pool is not in use. We ask that children under 14 are always supervised. Glasses and bottles are not allowed in the pool area, non-breakable drinking vessels and plates are provided. The pool will be checked and cleaned and our garden tended to weekly, our management company will be discreet and try to avoid interrupting your holiday time.
25. Bikes – we have two adult and two small adult bikes that you are welcome to borrow during your stay. They are kept in our storage shed and request that they are put away safely when not in use and the storage shed locked with the padlock provided. It will be your responsibility for the security of the bikes when used of the premises.
26. Gas Tank – The house runs on LPG gas for the central heating, it is above ground and we request that it is not touched and balls are kept away from this area.
27. Fire Place – if you do use the log burning stove during your stay, we must request that it is not left unattended.
28. We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of our neighbours.

29. Any problem or complaint which Guests may have concerning their holiday, please report immediately directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the Guests have returned from holiday will not be considered by the owner.
30. We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
31. **SEPTIC TANK** We operate on a septic tank system. Do not flush any products other than toilet tissue down the toilet. No sanitary products, hand wipes, nappies, contraceptive products or products/items not suitable for septic systems are to be flushed down the toilet. Please do not pour any products down the sinks or shower drain such as bleach, disinfectants or similar that are not suitable for septic tanks.
32. This property is privately owned and is our home. We have furnished the property tastefully and with great care. We trust all guests will enjoy the facilities and treat Our home with the same respect that they would with their own house.

I agree to the Terms and Conditions

Name:

Signature:

Date: