

## BOOKING TERMS AND CONDITIONS

Gites La Vallee, 5 La Vallee, 22350, Plumaudan, France

### DEFINITIONS

Les Gites La Vallée (the “Property”) are offered for holiday rental subject to written confirmation by Mr. and Mrs. N Blackman (the “Owners”) to the tenant (the “Client”).

### CONFIRMATION OF RESERVATIONS AND PAYMENTS

Confirmation of reservation of a gîte at Gites La Vallee is made by payment of a deposit of 25% of the total price or of the total amount if the reservation is made within eight weeks of the start of the stay, and also upon receipt of the signed booking form.

A booking will be held "open" for seven days to allow receipt of the completed booking form and deposit.

25% of the total rental amount as a deposit with the order form, 75% of the balance payment at least eight weeks before the arrival date. A reminder will be sent for all payments with an email link to the secure server. Please note that all payments are non-refundable, so we recommend that you take out holiday insurance to cover you in the event of cancellation.

### SECURITY DEPOSIT

A security deposit or damage waiver is required for the rental. The deposit is 300€ for a rental to be paid with the balance. The security deposit is returned by bank transfer during the week after the end of the stay.

### CANCELLATIONS

In the unlikely event that after booking your accommodation you find yourself in the position of having to cancel, all payments made and up to the date of cancellation will be forfeited.

### ADVERTISING AND DOCUMENTATION PROVIDED / SUPPLY OF ACTIVITIES

Every effort has been made to ensure that all advertisements and documentation provided by us accurately depicts the size, description and impression these properties give. They are for illustrative purposes only due to reproduction and other factors beyond our control plans and images may not be to scale. Sometimes the pool has to close for cleaning and maintenance, but this is done at the least inconvenient times possible.

### YOUR RESPONSIBILITIES

We ask that you please respect the privacy of other residents staying at the resort (as we insist the same for yourself). We reserve the right to evict any family, group or individual who is/are rude, abusive or endangers the safety of other guests, staff or neighbours of Gites La Vallee.

We ask that you leave the gites clean when you leave. The owners reserve the right to deduct the security deposit to cover additional cleaning costs if the client leaves the property in an unacceptable condition.

Please note that smoking is not allowed inside the gites. Animals are not allowed in the gites or on the property.

## ASSURANCE

You are strongly advised to take out your own personal holiday insurance for the rental period. The person named on the booking form is responsible for any damage to the property during the rental period and therefore appropriate insurance is recommended.

## ARRIVAL AND DEPARTURE

Arrival is from 4 p.m. on the first day and departure before 10 a.m. on the last day.

## OCCUPANCY AND VISITORS

The maximum number of people staying in each of the gîtes must not exceed 6 unless otherwise authorized in writing by the Owners.

Occupancy of the property is limited to the number of people on the booking form and we reserve the right to refuse any oversized groups, or people staying whose names are not given on the original booking form. For additional people to stay there will be an additional charge.

Access to the property is reserved for residents only unless authorized by the owner.

Day visitors during your stay must be authorized by the owner.

The swimming pool is not accessible to visitors.

## OWNER'S RESPONSIBILITY

Any defects in the property or breakdown of equipment, plant, machinery or appliances in the property, garden or swimming pool and arrangements for repair and/or replacement will be made as soon as possible by the owner .

The owner will not be responsible:

For any defect or temporary stoppage in the supply of public services to the Property, nor in respect of any equipment, plant, machinery or apparatus in the Property, garden or swimming pool. For any loss, damage or injury resulting from inclement weather, flood, riot, war, strike or other issues beyond the owner's control.

For any loss, damage or inconvenience caused to or suffered by the customer if the Property should be destroyed or substantially damaged before the start of the Rental Period and in such event the Owner shall, within seven days of notice to the Client, refund to the Client all sums previously paid in respect of the rental period. In no event will the owner's liability to the client exceed the amount paid to the owner for the rental period.

The Owner will not be held responsible to reimburse guests should the Government and or Local Laws forbid the use of water for pool maintenance, therefore forcing the closure of the advertised swimming pool that is available at Gites La Vallee.

The Owner reserves the absolute right to close the pool or restrict hours of the swimming pool use for any period of time in circumstances , which the Owner believes at their discretion to be necessary in the interest of Health and Safety.

The Owner shall not be liable for any loss or inconvenience suffered as a result of any unforeseen failure of the plumbing, filtration or other equipment used in the pool, nor for the closure of the pool as a result of governmental and/or local laws prohibiting the use of water for pool maintenance.

## WATER, ELECTRICITY AND GAS AND WOOD

Although normally no charge is levied, during mid and high season we reserve the right to charge for excessive consumption. Electric heating and wood are included in winter rentals (October - April).

Charging of electric vehicles from the gite electricity supply is not allowed.

## BATHROOM. SEWERS

Each property uses a septic tank system for sanitation. For your convenience, please ensure that only human waste and toilet paper goes into the sanitation system, you are responsible for the cost of removal of anything else. For example - no tissues, sanitary products, nappies, condoms. There are small bins in the bathroom and toilet. Blocked systems are very inconvenient for everyone; repairs are costly. Also, please use only cleaning fluids that are safe for septic tanks in toilets and sink drains. These are available in supermarkets and are clearly marked. Please also ensure that taps are not left turned on and W.C. flush systems are returned to the closed position after use. A tap left running for just a few hours can overload a septic tank and lead to costly repairs.

## COMPLAINTS

In the unlikely event that you have reason to complain or have a problem with your property, you should immediately notify the owners who can usually resolve any issues. If the complaint or issue is not promptly resolved to your satisfaction, please notify the owner in writing to ensure a prompt resolution during your stay. We regret that we cannot accept any liability if you fail to notify the complaint or claim fully in accordance with this clause.

## BUILDINGS AND LAND PROPERTIES

The pool is accessible to all, but parents should exercise caution with young children and non-swimmers. If a client suffers from an illness which may be contagious, access to the swimming pool will be refused

## NO PETS AND NO SMOKING

Animals are not allowed in the domain.

Please note that smoking is not allowed inside the gites.

By paying a deposit or balance payment, you agree to the terms and conditions of this documentation