

GÎTES AT LA PRUNERAIE

TERMS AND CONDITIONS OF LETTING

Conditions

These conditions cover any booking you make (whether via the website, email, telephone or other means). You accept these conditions for yourself and on behalf of all members of your party, whether you are booking as a guest or on behalf of others.

Booking

Any booking you make is deemed to be an offer by you to rent the relevant gîte and is subject to these conditions. A contract between you and Ted & Janet Stevenson - hereinafter known as the Owners - shall come into existence only:

- If booking by telephone, once your reservation has been confirmed and deposit or payment has been received*
- If booking via the website or email and the requested gîte is available, once you receive confirmation by email of your booking and deposit or payment has been received*

* deposit of 20% is payable on reservation and full payment is due eight weeks before the start of any rental

The Owners reserve the right to refuse, at their discretion, any booking made. It is your responsibility to notify the Owners at the time of booking the names of the guests and to state whether they are adults or children. Proof of identification and date of birth may be requested, should the Owners consider it relevant. Failure to present proof of identification and date of birth may result in cancellation of your booking. Please check details carefully before you book, as incorrect or incomplete details may result in the booking being cancelled. Passport, visa and health requirements for you and your party are your responsibility. You are advised to ensure that you put in place appropriate travel insurance policies to cover cancellation, medical cover, and loss or damage to personal property during your stay.

To confirm your booking, the Owners require a completed booking form in writing or by email, along with payment in full or a deposit. Full payment should reach the Owners eight weeks before the start of the rental period. If payment is not made on time, the Owners reserve the right to suspend or cancel any booking made and any deposit paid may be forfeit. Any late payments may result in interest being charged on the sum due.

Payment may be made by cheque, cash or PayPal.

Rates

All gîte rental rates quoted are based on the rates prevailing at the time that a booking is confirmed. Once a booking has been confirmed, the Owners will not change the rate quoted unless you amend the booking; otherwise rates are subject to change without notice.

Deposit

A deposit of £100 to cover breakages and damage will be taken at the time of booking. The Owners reserve the right to deduct from the deposit all amounts chargeable under these conditions, such as further accommodation charges, breakages and damages. If any charges are taken from the deposit, the remainder of the deposit will be refunded to the person who paid the deposit within seven days of the guest's stay after an inspection of the gîte occupied and subject to settlement of all charges owing to the Owners.

Additional Charges

The Owners reserve the right to deduct from the deposit charges for:

- **Cleaning:** The Owners expect the gîte to be left in a reasonable state on departure. If left in an especially dirty condition or specialist cleaning is required, the Owners reserve the right to charge for this.
- **Damages:** Damages to the gîte or contents caused by the guest must be paid in full by the booker/guest. In the event of any breakages or damage discovered after the guest vacates, the Owners will notify the booker/guest by email or telephone within 48 hours of the guest's departure, providing a detailed breakdown of the issues and cost of rectifying them.
- **Keys:** the Owners will issue the guest with a set of keys. If the issued keys are not returned on departure, a charge for replacing them will be made.

Arrivals and Departures

Gîtes are available for occupation from 1500 hours on the day of arrival to 1000 hours on the day of departure. Any additional hours of occupation in each period of 24 hours are subject to be charged as one extra day unless otherwise agreed. Keys will be in the door of the relevant gîte on arrival, and must be placed in the Owners' post box or given to the Owners on the day of departure.

Cancellations and Amendments

If you wish to alter your booking, the Owners will do their best to comply with your request, but cannot guarantee that any alteration will be possible. You are liable for any additional expenses incurred as a result of an alteration. Cancellations and amendments to confirmed bookings are subject to the following conditions:

- You must contact the Owners if you want to cancel or amend your booking.
- No refunds will be made for non-arrivals. Depending on the reasons for your cancellation, you may be able to reclaim cancellation charges from your insurance company if you have taken out travel insurance.
- All cancellations must be confirmed in writing. A cancellation charge is payable if you cancel within eight weeks of your stay:

Weeks before arrival date	Cancellation charge
Arrival date	100%
Up to 2 weeks	90%
2-4 weeks	75%
4-8 weeks	50%
More than 8 weeks	Nil

- The Owners reserve the right to treat any reduction in the number of nights or gîtes booked resulting in a reduction in the overall charges as a cancellation.

Amendments

- All amendments are subject to availability. If it is not possible to meet your requested amendment, your original booking will be reinstated.
- Name changes or child age changes will not incur any charges.

Extensions

- If you wish to extend a stay, please give the Owners as much notice as possible. All extensions are depend on availability and may be subject to rate change. Failure to give the Owners notice of an intention to extend a stay may result in your gîte being booked by another guest.
- Where notice of intention to extend your stay has been given and accepted, additional payments will become due. An invoice for the requested extended period will be sent to the billing or email address provided at the time of booking and payment must be made by return.

Accommodation and Occupancy

Both gîtes are let as holiday cottages and you occupy them on the basis that no rights of tenancy are created. By entering into this agreement, you declare that the gîte booked is not your principal place of residence. The Owners will, at their discretion, have access to the gîtes for the purpose of maintenance and inspection and with or without prior notice.

Reasonable care has been taken that the content of the website www.lapruneraie.co.uk (and/or other means of promotion or advertising) is correct but it is subject to amendment at any time without notice. All content on the website is published in good faith. Given the above factors, the Owners do not guarantee that any of the website content (and/or other means of promotion or advertising) accurately or completely describes either of the gîtes. The website may link to other websites and the Owners are not responsible for the data policies, content or security of these linked websites.

You should note the following points about the gîtes:

- The number of people permitted to occupy each gîte is limited. In the case of La Chouette, this is six, plus a cot. In the case of La Salamandre, this is three (plus a travel cot). If the number of people permitted to occupy a gîte is exceeded, the Owners may refuse access to the accommodation and reserve the right to charge for additional accommodation.
- You and your party must comply with any rules and regulations set by the Owners.
- The Owners will make reasonable efforts to hold any items left in the gîtes for up to three months after your departure date. Please email janetstevenson@gmail.com for enquiries relating to any lost items.

For further information on individual gîtes, please email janetstevenson@gmail.com.

Games Room

- Please take care when ascending and descending the staircase to the Games Room.
- The Games Room and its contents are used at your own risk.
- Children must not be left unsupervised in the Games Room.
- Guests are liable for any damage they cause to the Games Room and any games and toys it contains.
- When guests are staying in La Salamandre below, you are asked to keep noise to a minimum at all times.

Bicycles

- The Owners offer good quality bicycles for your use; however, you use them at your own risk.
- The Owners are not responsible for any accident or injury arising from using the bicycles.
- Cycling helmets are not provided, and you are advised to bring your own.
- Please treat the bicycles with respect, and keep them with you at all times when out and about. You are responsible for any loss or damage arising from your use of them.

Restrictions

The following restrictions apply as standard:

- Smoking: the Owners operate a non-smoking policy in their gîtes.
- The gîtes may not be used for any immoral or illegal purpose.
- All exterior pathways/driveways must be kept free from obstruction.
- Noise must be kept to a level whereby disturbance to neighbours is minimised.

Liability

The Owners are responsible for the gîtes, subject to these conditions. The Owners are not responsible for the theft and/or damage of your personal belongings during your stay in any booked gîte. Therefore you are advised to ensure you have appropriate insurance in place. Please lock the gîte and utility area when leaving La Pruneraie.

The Owners shall not be liable for any failure or delay in performance of its obligations which results directly or indirectly from any cause or circumstance which is beyond their reasonable control. The following shall be regarded as examples of such circumstances: act of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, revolution, the act of any government or authority (including but not limited to refusal or revocation of any licence of consent), fire, flood, lightning, explosion, fog or bad weather, interruption or renovations undertaken at the property, strikes, lockouts or boycotts, embargo, blockade, etc.

Services

The Owners cannot guarantee, or be held responsible for any failure or interruption of, services to the gîte or the building, including electricity, water or any damage, communications, disruption or noise caused as a result of repair works being carried out in another part of the property. However, upon notification by the guest/booker, the Owners will do their best to maintain and rectify (within a reasonable period of time) all services and issues.

Feedback and Complaints

The Owners aim to deliver the best possible service but, if you are dissatisfied in any way, please notify the Owners as soon as possible.

General

The Owners reserve the right to change these conditions from time to time. Should guests be in breach of any of these conditions, the Owners reserve the right to request that guests vacate their gîte within 24 hours.

I agree that I have read and accept the above Terms and Conditions

Signed Date

Name (block capitals)