

Terms and Conditions of Rental

These terms and conditions apply to all properties.

1. **The Contract**

Following an enquiry and decision to rent from you (the client), the booking sheet, a signed copy of these terms and conditions and a **DEPOSIT** of 25% of the holiday rental is required within 7 days. Once this is received a contract is made between you (the client) and we (the Owners). Confirmation of your booking will be sent to you by email.

2. **Payment**

The 25% deposit (unless otherwise stated) of the total cost of the rental is paid at the time of booking.

THE BALANCE, together with the **DAMAGE DEPOSIT**, is then due 2 months before the arrival date, e.g. for a booking starting on 10 July the balance is due on the 10 May. If the balance is not received within this time scale (2 months before arrival), it may be deemed that the holiday has been cancelled on your part and any deposit paid will be forfeited (unless otherwise agreed).

If a booking is made within 2 months of the arrival date full payment, including damage deposit, is required at the time of booking

Payment Details

- Bank Transfer in pounds sterling. Bank details available on request
- If a booking is made through one of our web partners payment is made to them.

3. **Damage Deposit**

A **DAMAGE DEPOSIT** is required for each property in the sum of £250 or 300 Euros. This is to cover possible damage or breakage to items such as white goods, beds, furniture etc. The damage deposit is to be paid at the same time as the balance and will be refunded after a full inspection has been carried out. The damage deposit will be returned to the client within 72 hours of their departure. Should breakages come to light, or it is found that additional cleaning is required after the clients have vacated the premises, then these monies will be deducted from your deposit and the balance returned to you.

4. **Cancellation policy**

All cancellations must be made in writing at least 8 weeks prior to the let commencement date. In the event of a cancellation the Owners will make every effort to re-let the property. If the property is re-let for the same or a greater amount then full repayment of any funds paid will be made: if the amount the property is rented for is less than your original booking you will only be refunded the difference. However if we are not successful in re-letting the property then any funds paid will be forfeit. We therefore strongly recommend cancellation insurance.

If we (the Owners) are forced to cancel your booking for reasons outside our control you will be refunded all monies in full.

We reserve the right to cancel any letting should you or any member of your party cause damage to the property, its furniture or contents or should you create a serious disturbance to any adjoining neighbours.

5. **The Property (& Occupancy)**

Although we make every effort to ensure the details and images of the property are accurate we cannot accept any liability for discrepancies.

Clients occupying the properties must not exceed the number agreed in the booking. If the agreed numbers are exceeded the Owners reserve the right to either ask the additional guests to leave or ask the whole party to leave immediately without any refund of money paid for the unused days.

The client should take all reasonable and proper care of the property and everything in it, leaving things in the same state of repair, condition and cleanliness as at the start of the rental period. With the exception of wear and tear the client will be held responsible for any damage to the property and/or its contents. Any breakages/damages should be immediately reported to the owners. The cost of repair/replacement should be agreed by the client and owner then paid by the client before the rental period is finished.

6. **PETS** are not allowed at any time and **SMOKING** is only permitted outside.

7. **Swimming Pool**

The **SWIMMING POOL** is for the enjoyment of our clients only and is open from May to September. Guests should note that cleaning, as required, will prevent access to the pool but this will be kept to the least possible time to minimise any inconvenience. Pool rules:-

- The pool is unsupervised.
- The pool alarm should never be removed.
- House towels are not allowed poolside. Pool towels are provided.
- The pool is open from 8.00AM to 8.00PM.
- Children under 16 must be accompanied by an adult.
- It is recommended that there are at least two people at the pool at any one time.
- Flotation devices are used at the users own risk.
- The pool area must at all times be kept free of all GLASS AND CROCKERY. Plastic plates and glasses are

available.

- Parasols should be taken down when you leave the pool area and during windy weather.
- Smoking is not permitted around the pool.
- Tinted sun protection products will stain the pool liner. We would kindly ask for these to be avoided.

8. **Septic Tank**

As is common in rural France, La Catusse is serviced by a **SEPTIC TANK** for all waste. **ONLY** human waste should be flushed down the toilet: no sanitary items or bleach – as this destroys the bacterial action of the septic tank. Also only French toilet paper should be used as British toilet paper is too thick.

9. **Liability and Insurance**

The owner shall not be liable for any loss, damage or injury to you the clients, personally, or your belongings or vehicles while holidaying at La Catusse.

The owner does not accept third party liability in respect of breach of contract, negligence, misrepresentation or otherwise. It is recommended that the client has adequate personal and travel insurance.

10. **Arrivals and Departures**

Unless otherwise agreed, the arrival time is 4.00PM at the start of your holiday and the departure time is 10.00AM at the end of the rental period.

11. **Complaints**

We take every care to ensure your holiday is enjoyable. However if you have a concern/complaint about the property or its contents it should be immediately brought to the owners' attention during your stay. The owner shall not be held liable for any complaint submitted after the end of the rental period.

12. **Cleaning**

At the end of your stay the property must be left in a good state:

- All rubbish should be removed from the property and taken to the local bins
- Dishwasher should be emptied and kitchen left clean and tidy with all dishes done
- The rest of the property should be left as it was found at the start of your holiday

If the property is left in a condition that the owners consider to be unacceptable then an additional cleaning charge of 20 euros per hour will be levied. This is at the owners' discretion and will be taken off the damage deposit. Should you wish any housekeeping during your stay this can be done at a cost of 20 euros/hour.

13 **Right of Entry**

The owner shall be allowed access to the property at all times for purposes of inspection or to carry out any necessary repairs or maintenance.

Whereas you the client are renting a gîte for holiday purposes, this letting does not entitle you to tenancy rights, and the proprietor reserves the right to enter your holiday accommodation to inspect at any time if he feels that the letting is being abused in any way. The proprietor reserves the right to evict from the premises at any time any person or persons who behaves in a disrespectful manner either verbally or in an anti-social way or willfully damages any fixtures fittings, appliances, furniture etc. Clients are expected to conform to accepted social behavior in regards to noise and tolerance of other clients and to respect the owners' privacy and property at all times. Any additional people, i.e. new-made friends, attending the site require the owners' permission.

14. Acceptance of these TERMS AND CONDITIONS is confirmed by your signature on the Booking Sheet

We look forward to meeting you, your family and/or friends and wish you a pleasant and relaxing holiday at La Catusse