

Booking Conditions - Les Buts - 23 Route de la Haye-du-Puits

By confirming your booking and paying your deposit, you are agreeing to the terms and conditions within this document.

1. Advert & Website Accuracy

Whilst every effort has been made to ensure that the advert / website and all material therein is accurate at the time of publication, we cannot be held responsible for changes or matters outside of our control. All information is given in good faith, but no warranties are made regarding information provided, either written or oral.

2. Booking & Payment

Bookings can be made by email or telephone and will be confirmed by email once your deposit has been received (please check your junk folder if not received).

A deposit of 25% of the total amount is required to secure your booking and this is non-refundable. If you are booking less than 8 weeks before your check-in date, the full balance is payable to secure your booking. Once you have paid your deposit and your booking has been confirmed, your final balance becomes due eight weeks before your check-in date.

3. Cancellation & Refunds

In the event that you need to cancel your booking and you cancel more than 60 days before your check-in date, you will forfeit your deposit. If you cancel your booking more than 30 days, but less than 60 days before your check-in date and you have paid your balance in full, you will receive a refund of 50% of the total cost. If you cancel your booking less than 30 days before your check-in date, no refund will be given.

If the full amount plus the security deposit is not received by the due date, we reserve the right to cancel your booking and we will not refund your deposit.

4. Cancellation - Property Unavailable

It is recommended that you take out insurance to protect the risk of cancellation from the time of booking and for medical, baggage cover, etc, whilst abroad. If due to unforeseen circumstances, the property is unavailable on the day stated, all rent monies will be refunded without question, but no further liability will fall upon the owners.

5. Prices

Prices are per week and are inclusive of electricity, gas, water and logs. Bed linen and towels are not included, however, duvets, pillows and blankets are provided.

6. Security Deposit

A security deposit of £100 is payable when booking this property, to cover any damage caused to the property or its contents during your stay. We understand that

accidents happen and if there are any breakages, you must inform the owners immediately, so they can endeavour to repair / replace for the next client.

You will find the property clean and tidy and it should be left that way upon departure. On inspection, should the property be left in an unacceptable state and extra cleaning is required, a minimum charge of £50 will be deducted from your security deposit.

7. Your Responsibilities

We respectfully ask you to remember that you are staying in someone else's home and to leave it clean and tidy, report any breakages to the owners and ensure that you do not disturb any of our neighbours, including their animals.

Please do not arrive at the property before 4.00pm and kindly depart by 11am in order to give enough time between clients to ensure the property is ready.

8. Bed Linen & Towels

Bed linen and bath towels are not provided. Duvets and pillows are provided and will be covered with a base layer, which guests should then add their own linen on top of. Extra blankets are provided. Hand towels and tea towels are also provided.

9. Electricity, Gas, Water & Logs

All of the above are included as standard for your comfort during your stay. We would ask that you do as you would at home and turn off electrical appliances when not in use for cost and environmental savings.

10. Complaints

Whilst every possible effort will be made to maintain the household equipment in good order, for the enjoyment of our guests, we cannot accept liability in the event of any unforeseen calamity. We would ask you to bear with us whilst we attempt to rectify the problem as soon as possible.

In the event of any complaint arising, either on arrival or after occupation has commenced, this should be brought to the attention of the owners immediately so that remedial action, where necessary, can be taken without delay. They will do everything possible to deal with any difficulties both quickly and effectively. The owners retain the right to enter the property at any reasonable time to deal with any complaints and to carry out any repairs deemed necessary to the property or equipment. Any complaint after departure must be in writing within 14 days of your departure.

11. Pets

We welcome well-behaved dogs and do not charge extra for them. We would respectfully ask that pets are not permitted upstairs and there is a crate available on request for your use at no extra charge. Throws are provided to cover the sofa, so please ensure you use them when holidaying with your dog. Please ensure that you pick up after your dog and dispose of the waste on departure. If dog waste is left in the grounds on departure, a minimum charge of £25 will be deducted from your security deposit. Our large garden is fairly secure, however it is your

responsibility to ensure your dog is kept under control and remains within the boundaries.

12. Smoking

We welcome smokers, however smoking is not permitted indoors. Please use the ashtrays provided and ensure these are emptied on departure. If it is evident on inspection that smoking has occurred inside, a charge of £50 will be deducted from your security deposit.

13. Parking

There is sufficient off-road parking for two standard size cars and they are left at the owners' risk.

14. These conditions are governed by English Law.