

Terms & conditions

Booking conditions

In this document “you” and “your” means all persons named on the booking form, “we” and “us” and “owner” means John and Joanne Withams of La Roussellie Haute, 24350, Bussac France.

The property

1, The property known as La Roussellie Haute is offered for holiday rental subject to confirmation by John & Joanne Withams, the owners.

Booking

2, Contact us to check availability, then subject to availability a booking form will be sent by e-mail. Print this out fill in. This must be returned to us within 7 days along with a deposit of 25% of the rental cost.

The person who signs the form certifies that he or she is authorized to agree the booking conditions on behalf of the persons included on the booking form. He or she must be 18 years of age or over.

Bookings will not be accepted from young people of less than 18 years of age.

Paying the balance

3, The balance must be paid not less than 12 weeks prior to your arrival. This must be accompanied with a security deposit of 300 pounds.

We are entitled to treat your booking as cancelled if you fail to pay the balance on time.

Bookings taken within 12 weeks of your arrival must be paid in full including the security deposit.

The security deposit is required to cover the cost of any damages or breakages. The amount will be cashed 12 weeks prior to your arrival and is payable with your balance.

The security deposit will be returned to you within 10 days of your departure notwithstanding any damage.

If damage has occurred there may be delays whilst waiting for quotations for replacements or work required. Some damages may not be immediately obvious to us after your departure. We reserve the right to charge you for any damage noted in the property after your departure.

Cancellations by us

4, In the unlikely event of a significant change or cancellation of your booking by us, will inform you as soon as possible. A refund of all monies paid by you will be sent as soon as possible.

Cancellations by you

5, Any cancellation by you (for whatever reason) must be in writing (email) The date of the cancellation is the date we receive written notification.

If you cancel 12 weeks or more before your arrival you will lose your deposit.

If you cancel less than 12 weeks before your arrival, or your booking is cancelled because of non-payment the owner shall be entitled to the full cost of the holiday from you.

If a replacement client can be found we will refund all monies less any differences between the price paid by the replacement client.

You are advised to take out insurance to cover any potential losses due to cancellation.

Your responsibilities

6, You must keep the property and all contents (furniture and fittings) equipment and grounds in the same condition as you found them. You will be responsible for the payment for any breakages, loss or damage to the property caused by any of your party.

If the security deposit paid by you is not sufficient to cover the cost of any damage, we will be entitled to recover any additional costs from you.

You must report to us without delay and breakdowns in equipment, appliances or machinery and arrangements for repair will be made as soon as possible.

Numbers

7, Only the number of persons stated in the booking form may use the property. The owner reserves the right to terminate hire without refund or compensation if the numbers are exceeded.

Access

8, The owners shall be allowed access to inspect the property during your stay to carry out maintenance and cleaning. It will also be necessary to enter the grounds for the purpose of gardening and pool maintenance.

Behavior

9, The person signing the contract is responsible for the correct and decent behavior of the persons in their party. Should the owners deem that the behavior of any of the party is unacceptable the person or persons concerned will be asked to leave the property. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

Swimming pool

10, The swimming pool is not open all year, if your rental period falls outside May to September please make sure that the pool will be open.

Please note that swimming pools can be dangerous, upon arrival all members of the party should familiarize themselves with the layout and depths etc.

The pool is equipped with a safety fence with self closing gate, please do not wedge this open at any time. The pool is also equipped with a security cover you or a member of your party will be shown how to use this on arrival. This should be put on the pool when it is not in use for reasons of security, it will also help to keep the temperature of the water higher.

Children must be supervised by an adult at all times. You and your party agree to take full responsibility for the safety of your party in and around the swimming pool.

No glass or china is to be taken into the pool area. Plastic glasses and plates are available for use in the pool area. Should any glass or china fall into the pool it may have to be emptied and cleaned. This will probably take several days and you will be responsible for all costs if this were to happen.

Septic tank

11, In common with most of rural France the property is serviced by a septic tank. It is important that nothing other than French toilet paper is flushed down the toilets. Baby wipes, sanitary towels must be placed in the bins provided. Drugs of any kind must not be flushed away.

Security

12, Any valuables left at the property are left at your own risk. We are not responsible for any loss. Proper care should be taken against theft and burglary, make sure that all windows, doors are locked when leaving the property. Use shutters for extra security.

Arrival

13, The earliest that you can arrive at the property is 4pm local time. Please inform us of your expected time of arrival and let us know as soon as possible about any delay.

You must vacate the property by 10am on the day of departure. You can leave your luggage at the property up until 4pm on the day of your departure.

Pets

14, Pets are only welcome with our explicit permission. We reserve the right to charge a supplement and/or increase the security deposit. If you do not inform us we reserve the right to request the pet is placed in a kennel during the duration of your stay or your removal from the property without refund or compensation.

Our liability

15, We cannot be held responsible for any noise or disturbance originating from beyond our boundaries or which is beyond our control.

We cannot be held responsible for breakdowns of any equipment for example boilers, swimming pool pumps or for the failure of any public utilities such as electricity, water.

We shall not be liable for loss , breach or delay due to any cause beyond our control including though not limited to act of God, fire, accident, civil disturbances, strikes, adverse weather conditions.

We cannot be held responsible for any injury, loss or damage to you personally, your property or vehicles when using the grounds, equipment or other amenities.

In any event of discharge our liability shall be limited to the return of the sums paid to us in respect of the unused portion of the holiday calculated on a pro rata daily basis.

Insurance

16, We strongly advise that all your party have travel insurance and that E111 forms are carried.