

## Holiday accommodation: La Belle Lochoise

### Terms and Conditions

#### 1. Brochure and Accuracy

Whilst every effort has been made to ensure that the brochure and all advertising material is accurate at the time of publication, we cannot be held responsible for matters outside our control. We are constantly improving the property so photographs and/or information might be out of date although we aim to keep them as up-to-date as possible. All information is provided in good faith but no warranties are made regarding information provided, whether written or oral.

#### 2. Booking and Payment.

Bookings can be made by email or post using the Booking Form supplied. A non-refundable deposit of £25 per person is payable at the time of booking, unless you are booking less than eight weeks before departure, in which case the full price is payable immediately. Any outstanding sums must be paid in full at least eight (8) weeks before your arrival date. All bookings will be confirmed within 7 days. Under no circumstances can the prescribed number of persons per booking form be exceeded. There will be no refund 21 days before arrival. If the full amount plus the security deposit is not received by the due date we reserve the right to cancel the booking.

#### 3. Prices

Prices are as advertised and are inclusive of electricity, gas, water, logs and the provision of bed linen and towels but do not include towels for use outside the house. Please bring your own beach towels.

#### 4. Cancellation

It is recommended that you take out insurance at the time of booking to protect against the risk of cancellation and to cover medical, vehicle and other emergencies whilst abroad. Should the house be unavailable on the day stated, due to unforeseen circumstances, every attempt will be made to relocate guests at their own expense. All sums paid will be refunded without question on a pro rata basis (per 24 hours or part thereof) but no further liability will be accepted by the owners.

#### 5. Your responsibilities

Your property will be cleaned before your arrival and we respectfully ask you to remember that you are staying in someone else's home and to leave it clean and tidy when you depart. No smoking is allowed in any part of the house, not least because of the fire risk in a very old building. If extra cleaning is required, cleaning charges will be incurred (minimum charge £50), with such charges being deducted from the security deposit. Breakages should be reported to the owners within 24 hours so that necessary action can be taken. Please do not arrive at the property before 5:00pm and kindly leave by 10:00am on the day of departure. This is to allow enough time for property checks to be completed before the next guests arrive. Late departure risks incurring additional pro rata charges. If you expect to arrive after 7:00pm please telephone.

#### 6. WiFi and mobile phones

Free WiFi is provided but the property is in a rural area so no warranty is provided as to the strength of the signal which can fluctuate dramatically. There is usually mobile phone reception in the house and garden but the strength of the signal varies, depending on climatic and other conditions beyond the owners' control.

#### 7. Complaints

We hope you will have no cause for complaint but sometimes things go wrong. If you have a complaint, please bring it to the attention of the owners immediately so that remedial action, where necessary, can be taken without delay. They will do everything possible to resolve any difficulties both quickly and effectively. The owners retain the right to enter the property at any reasonable time by themselves, their servants or agents to deal with any complaints or to carry out essential repairs. Any complaint after departure should be made in writing within 14 days of departure.

#### 8. Parking

There is ample parking in front of the house and in the garage (but not on the grass) but vehicles are parked at their owner's risk.

9. Dogs

We accept well behaved dogs on the condition that they are not allowed upstairs or on any furniture. All members of the holiday party remain responsible for the dog's behaviour at all times. They are also responsible for clearing up any dog faeces in the garden. There will be bags provided for the purpose which should be disposed of in the wheelie bin with the brown lid.

10. Serious breach

Any serious breach of these conditions may result in the immediate cancellation of the holiday booking, without notice and without refund.

11. English law

The contract and these conditions are governed by English law.