

Terms & Conditions

1. Bookings

Provisional bookings must be made by telephone, email or on our website to ensure that accommodation is available on the dates required. Any provisional bookings will be held for seven days pending receipt of the completed booking form. Reservations are considered firm and a contract when we have received the completed and signed booking form with a 25% deposit and confirmed in writing the booking to the client.

2. Settlement and Security, Breakage & Damage Deposit

The full balance due is payable not less than twelve weeks before arrival.

Bookings made within twelve weeks of arrival must be paid for in full at the time of booking.

A security, breakage and damage deposit of €400 per property is due with final balance. The deposit will not be cashed in and will be returned in full within 3 weeks of vacating the accommodation provided there is no unreasonable dirt, mess, damage or loss.

3. Cancellation or alteration

The client may, by writing, cancel the booking at any time. In the event of a cancellation after a booking has been confirmed the following cancellation charges are payable:

- More than 60 days before arrival – forfeiture of deposit
- Within 45-60 days before arrival – forfeiture of 50% of total cost
- Within 0-45 days before arrival – forfeiture of 100% of total cost

Cancellations must be in writing, signed by the person who signed the booking form and will be acknowledged in writing. If for any reason whatsoever we are obliged to cancel or make any material alteration to the reservation, the client will be informed as quickly as possible and if an alternative dates/accommodation is not accepted then a prompt and full refund of all money will be paid, including deposit.

4. Insurance and liability (All legal actions to be undertaken according to French Law)

We reserve the right to refuse bookings from clients who are not insured against risks whilst occupying or using any of the accommodation or facilities at Le Roudier. It is conditional of any contract with us that comprehensive insurance cover for all individuals is taken out for the whole duration of the letting period. **Clients are advised to arrange cancellation insurance in addition to the above.**

Breakage and Damage Insurance:- In France people tend to insure themselves against causing damage (as opposed to UK house contents insurance where everything is covered under a catch-all policy) so it is necessary and vital that all visitors have the appropriate personal/travel insurance in place should any damage to the house, the exterior or the contents take place. Please check carefully as your travel insurance might not cover damage to the house but personal insurance should.

It is reminded that children's use of the facilities, games, swimming pool, etc. Is at their parents or accompanying adults entire responsibility.

5. Occupancy

The accommodation is provided for the use of those clients shown on the booking form. Any form of subletting, sharing or assignment is prohibited. Any changes to those persons specified on the booking form must be notified to us before arrival date. Under no circumstances whatsoever are the occupancy levels, as indicated in the brochure to be exceeded. Pets may be allowed but prior consent is to be requested.

Failure to comply may invalidate any insurance, incur an additional charge and/or result in the accommodation being withdrawn. All guests must respect the regulations at Le Roudier. Excessive noise or antisocial behaviour around the gites will not be tolerated and contravention of these rules may result in cancellation of the booking with immediate effect without refund.

6. Arrival & Departure

Accommodation is available **between 5-7 pm on the arrival day**. All accommodation must be vacated no later than **10.00 am on the day of departure**.

Clients are required to leave the property in a clean and tidy condition and remove all rubbish to avoid any deductions from the damage deposit.

Signature:.....

Date:.....