

HOLIDAY SALES TERMS AND CONDITIONS - E. Ju-Pierre for jupierrevacances

The holiday contract is made with jupierrevacances. You will be a guest of the owner E Ju-Pierre. The property is located within a park resort that is managed by Siblu Europe Ltd. Your payment for this holiday is processed via Holiday Direct France until the first day into your stay. The lead person on the confirmation booking is responsible to uphold the terms of this contract including person capacity.

Booking Information - Bookings for the holiday, will only be accepted from adults aged 21 or over. The number of people staying in our property, must not exceed the maximum capacity allowance of 6 adults. Siblu, our management partner has the right to cancel the holiday, if they were to find that there is nobody over the age of 18 present during the stay of your holiday booking.

All bookings must be paid in full, 21 days before your arrival. If there is no last payment before 21 days, jupierrevacances reserves the right to treat the booking as cancelled.

Exchange or Selling On - You cannot exchange or sell a booking to a third party in any circumstances. If we the property owners are aware of any transactions, then it reserves the right to cancel the holiday.

What your price includes - The price of your holiday includes **A.** Rental of the accommodation and **B.** Water, Gas and Electricity.

The price of your holiday does not include **A.** Cleaning during or at the end of your holiday, **B.** Bed Linen and Towels, **C.** Baby equipment, **D.** Food and Drink, **E.** Insurance, **F.** Equipment damage waiver, **G.** Administration Fee. **Important** - Fun passes can be purchased from the Siblu Reception. Fun Passes include access to the pool complex, entertainment and any sports and leisure facilities, access to the Kids Clubs and Wi-Fi.

Paying for your holiday - As soon as your booking request is accepted by Holiday France Direct, a confirmation invoice with the date of acceptance will be issued and sent by email. Methods of payment accepted - Holiday France Direct acts as our agent and once you get approval, the invoice/booking reference and the balance can be sent via **A.** Cheque made payable to E. Ju-Pierre at the UK registered address that is listed in this site or **B.** Paypal (ejupierre.bluelagoon@gmail.com).

Length of Stay - Bookings to accommodation must be for a minimum of 4 nights in the high season and 2 nights (Friday or Saturday included) in the low season, except where there is a special offer.

Travel Insurance - We strongly recommend customers have appropriate insurance.

Changes to your holiday - There is no modification fee for a change to your booking. This free fee must be requested 28 days before the start of your holiday, and do not reduce the length of your stay. Holiday France Direct acts as agent and for this reason, you may be charged an administration charge from their booking team for changing your booking.

Change of accommodation - We have no alternative accommodation should you wish to upgrade.

Cancellation by you - If you fail to arrive or cut short your holiday, we will not refund under no

circumstances. If you wish to cancel your holiday booking, you must inform us the owner as soon as possible by post or email and your notification must arrive at least 2 days before your holiday was due to start. The cancellation charges are listed below:

If you cancel more than 21 days before the start of your holiday, please consult our agent, Holiday France Direct.

If you cancel between 21 days and the start of your holiday, we (the owner) will keep 70% of the total cost of your holiday.

Cancellation of your holiday by us (the owner) - If for any reason we (the owner) cancel your holiday, due to circumstances outside our control, we will refund you the full refund excluding the booking fee from our agent. Will do our best to offer you a replacement however this cannot be guaranteed.

Security/Damage Deposit – Before your arrival at the Siblu reception check in desk, please check that you have paid the €250 deposit, to cover the cost of any accidental damage to the accommodation, furnishings and fittings however this does not cover cleaning. At the end of the holiday you must leave your accommodation in good condition as you found it

Cleaning Fee - You only need to pay a cleaning deposit of €80 before arrival at reception. This is fully refundable on verification that the holiday home has been left clean and tidy, suitable for use by the next guests and that nothing is missing from the inventory.

Important remember on arrival at the Siblu reception before receiving your keys, you will need to pay 1. Equipment deposit payment of €250, and 2. A cleaning deposit of €80. These deposits are fully refundable at the end of your stay on verification that the holiday home has been left in good condition and is clean and tidy with no damage. If your holiday home cannot be checked before you leave, (e.g. if you leave very early or late) your deposits may not be refunded immediately but will be returned to you within 14 days. If Siblu (our management company) need to retain all or part of the cleaning or equipment deposits due to the condition of the holiday home, then I will notify you with full details within the 14 period.

Your behaviour and use of your accommodation - The person making the reservation will be the lead person responsible for making their party comply with the park/resort rules. It is your responsibility to make yourself aware of these regulations. A copy is available from the Siblu village reception or ask any member of the Siblu reception team.

Arrival and Departure - Accommodation is available from 16h00 on the day of arrival, and must be vacated by 11h00 at the latest on the day of departure. If you are running late for checking in, please email or ring us (the owner) as soon as possible so then we can notify Siblu's reception desk.

Holiday village opening hours and vehicle access – The entrance to the village /park is operated by an automatic gate that would require your vehicle registration to activate. To avoid any delays, please provide us with that information. After 22h00 the village/park has restricted vehicle access. If you arrive after this time, you may have to park outside the holiday village or in a car park adjacent to the no longer

used farm barn overlooking the swimming pool complex. Importantly, only one parking bay position is available next to the property.

Please note the park's reception is closed between 18h00 to 09h00.

Our Liability to You - We (the owner) is not liable for the safekeeping of guests personal effects or belongings in the village. We are not liable to theft, loss or deterioration to any personal effects or belongs of any kind during or after your holiday. We are not liable for any failure or breakdown or closure of technical equipment. Please do pick up a copy of the village rules outlining any other questions you may have or email us at durhamjupierre@yahoo.com

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