

Booking Terms and Conditions

Your contract is with Andrew & Debbie Bowden (“we”, “us” and “our” in these Booking Conditions) for the property known as Les Gites de Montinazeau (“the Property”). References to “you” or “your” are references to the person making the booking and all members of the holiday party.

These Booking Conditions form the basis of your contract with us so please read them carefully. Nothing in these Booking Conditions affects your normal statutory rights.

1. Making your booking

When you book the Property with us you should return the completed Booking Registration Form to us together with your payment for the Initial Deposit unless this has already been made. Please note that the Initial Deposit is only refundable (less any booking fees paid to a third party) if you cancel within seven days of your booking.

Your booking is made as a consumer for the purpose of a holiday and you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you.

We reserve the right to refuse any booking. If we do this we will promptly refund any money you have paid to us.

2. Paying for your booking

You are required to send us your payment for the balance of the Rental eight weeks prior to the Arrival Date. If you fail to make a payment due to us in full and on time we may treat your booking as cancelled by you.

We require payment of a Security Deposit of 100 Euros on arrival to be applied against the reasonable cleaning and/or replacement of the property, furnishings, fixtures and fittings. We will return the Security Deposit to you on the morning of departure subject to a satisfactory inspection of the property. The costs for any damages, loss or cleaning requirement will be deducted from this deposit. We reserve the right to claim further costs if the value of damages or losses exceed the value of the Security Deposit.

You understand that you are responsible for paying any Taxe de Sejour applicable at the time of your holiday.

3. If you cancel or amend your booking

If you need to cancel or amend your booking you must contact us as soon as possible.

You will be required to confirm your cancellation in writing or by email. A cancellation will not take effect until confirmed by us in writing or by email.

If you cancel your booking within seven days of our confirmation we will refund the deposit or any money you have paid us after deducting any transfer costs (and booking fees paid direct to a third party) incurred. After such period, if you cancel your booking more than eight weeks prior to the Arrival Date, we will retain the Initial Deposit and refund the balance of any money you have paid to us after deducting any transfer costs incurred.

If you cancel your booking less than eight weeks prior to the Arrival Date, we reserve the right to retain the Initial Deposit and the Rental. In these circumstances we will refund the Rental (less any additional costs incurred) to you if we are able to secure an alternative booking for the Property.

4. If we cancel or amend your booking

We would not expect to have to make any changes to your booking, but sometimes problems occur and we do have to make alterations or, very occasionally cancel bookings.

If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking and, if it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

5. Your accommodation

You can arrive at the Property after 16.00 hours on the Arrival Date of your holiday and you must leave by 10.00 hours on the Departure Date.

If you fail to arrive by midday on the day after the Arrival Date and you do not advise us of your anticipated late arrival we may treat the booking as having been cancelled by you.

6. Your obligations

You agree to keep and leave the Property and the furnishings, kitchen equipment, crockery, glasses, bedding, the garden, garden furniture and equipment clean and in good condition.

You understand that this Property operates a strict No Smoking policy. You agree not to cause any damage to the Property, nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us other guests or to any other occupier of adjoining or neighbouring properties. If you fail to adhere to this obligation we reserve the right to deduct any charges from the Security deposit to cover related costs, and/or to terminate the booking without notice and require you to vacate the property.

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property.

You understand that you are responsible for ensuring that each member of your party is covered by suitable travel insurance (including cancellation, delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).

You cannot allow more people to stay in the Property than expressly authorised, nor can you change the makeup of the party without written notification and acceptance by us, nor can you take your pet into the Property. If you do so, we can refuse to hand over the Property to you, or can require you to leave it. We will treat any of the above circumstances as a cancellation of the booking by you.

You agree to allow us or any representative of ours access to the property at any reasonable time during your stay for the purpose of essential repairs.

7. Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If you have any cause for complaint it is important that you notify us immediately.

8. Our liability

Our maximum liability for losses you suffer as a result of us acting in breach of these terms and conditions is strictly limited to the total cost of the Rental of the Property.

9. Law

The contract between you and us is governed by the law of France and we both agree that any dispute, matter or other issue which arises between us will be dealt with by the Courts of France.