

## **Terms and Conditions**

**Libellule, 74 Impasse de la Poste, Laluque, 40465 Les Landes, France**

### **Reserving your accommodation:**

You can reserve the accommodation without obligation or payment for a period of up to seven days so you can finalise your travel arrangements.

### **Reservation deposit:**

A 30% reservation deposit is payable upon booking, payable within 10 days of the original booking OR six weeks prior to your start of your rental period, whichever is the sooner.

### **Agreement to Terms and Conditions:**

You are required to read and agree to (sign) these terms and conditions at the time your deposit is payable.

### **Balance:**

The 70% balance and the refundable damage deposit is payable six weeks before your holiday. If the balance is not paid on time we reserve the right to cancel your booking.

### **Refundable security deposit:**

A refundable security deposit of £250 is payable with your final payment to us. From this amount we will deduct the replacement or repair cost of breakage or damage that occurs during your stay and also for cleaning if you leave the accommodation, fittings or furnishings unreasonably dirty. If you break something and cannot repair or replace it during your stay please contact us so we can deal with it in good time for the next guest.

### **Paying in a currency other than £ Sterling:**

All prices are quoted and payable in £ Sterling. It is possible, by arrangement, for you to pay the rental in Euros into a French bank account. Please ask for details.

### **Keys:**

We will inform you of the key handover procedure on receipt of the full rental. Directions to the house may be found on the website but we can provide additional details/guidance if required.

### **Rental period:**

Our rental periods are usually Saturday to Saturday, but we aim to be as flexible as possible. Please ask if you wish to make a booking for an alternative rental period (especially for periods other than the peak Summer months).

### **Arrival and departure times:**

Our cleaner arrives at the house at 9am on handover day to begin cleaning in preparation for the next guests. Please vacate the house by 10am on the day of departure. Arrival times may vary but please aim for an afternoon arrival and bear in mind that the cleaner may still be finishing her job if you arrive earlier. We will discuss exact arrival and departure times with you prior to your stay.

**Cancellation charges:**

If you cancel earlier than six weeks prior to your rental period you will be refunded all payments less 30% of the rental (your booking deposit). If you cancel later than six weeks prior to the start of your rental period the full amount of the rental will be retained. If, due to extreme circumstances totally beyond our control, we are forced to cancel after you have made your first payment, we will offer you a full refund but no additional compensation.

**Additional cleaning charge:**

There is an additional cleaning/laundry charge for groups of more than 8 people (including children and babies). For groups over 8 people, there is a charge of £10 for each additional person over 8 people. This amount is payable with your final installment / payment of your balance.

**Included in the price:**

1. Linen is included in the price. This will comprise all bed linen, cot bedding, bath towels, tea towels for the kitchen. Please be aware that we will need bed linen and towels for the next guests after you, so please only use the bed linen and towels which are left out for you.
2. Electricity, heat and cleaning materials are included in the rental price.
3. You may have access to consumables that are not included in the price such as firewood, spare toilet rolls, food items such as sauces, etc. You can either replace the items or the cost of replacement can be deducted from your security deposit. Please do not drink any wine or other alcoholic beverages which are not yours.

**Your responsibilities:**

1. You are responsible for any breakages, spillages or damage that occur during your stay, to the property, its fittings or furnishings. Please inform us of any such incidents and the action you have taken to resolve the situation.
2. You are responsible for taking reasonable care of the house during your stay and for any cleaning required during your stay. If the property is left in a dirty or unreasonable condition we reserve the right to make a deduction from your security deposit to pay for the additional cleaning required.
3. If you are hiring the property during the summer months (May-Sept) and are using the swimming pool, you are responsible for the basic day-to-day upkeep of the pool which will keep it clean and as warm as possible for your enjoyment. These basic jobs include using the robot cleaner and covering the pool at night with the summer cover. These are easy and basic jobs and we will provide full instructions and guidance.
4. You are responsible for the safety and well-being of all the members of your party during your stay. We strongly advise that children are not left unattended outside at any time, due to the risk of them falling in the swimming pool. Children should be supervised in and around the swimming pool at all times. As a precautionary measure, an approved pool alarm is provided for your use. We shall not be held responsible for any personal accident or injury relating to the use of the house, garden or swimming pool.
5. We strongly advise all our guests to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover of the party's personal belongings, public liability, etc, since these are not covered by our insurance. We accept no responsibility for personal injury or loss or damage to your party's belongings.
6. You must not act in any way which would cause disturbance or offence to those resident in neighbouring properties.
7. You are responsible for the security of the property during your stay.

**Basic rules:**

1. No pets.
2. No smoking inside the house. If you smoke please do so outside the house.
3. No wet feet/bodies on the wooden floors inside the house as this affects the varnish. Please ensure swimmers dry themselves outside before entering the house. This is important for safety purposes also, as the kitchen/veranda tiles can become slippery when wet.
4. Whilst we do arrange for a cleaner to visit the property in between lets, we ask our guests to do their best to leave the accommodation as tidy as they find it.

We, the Owners shall not be liable to the Client:

- for any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment, plant, machinery in the property.
- for any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of the Owners.

Under no circumstances shall the Owners' liability to the Client exceed the amount paid to the Owners for the rental period. This contract shall be governed by English law including formation and interpretation and shall be deemed to have been made in England. Any proceedings arising out of or in connection with this contract may be brought in any court of competent jurisdiction in England.

**I have read and accept these terms and conditions.**

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print name** \_\_\_\_\_

**Address** \_\_\_\_\_

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