

## Terms & Conditions

Any reference to either 'us' or 'we' in these Booking Conditions refers to The House Owners. 'you' or 'your' are references to the person making the booking and all members of the holiday party. So that you understand the basis of the contract between you and us when you book your accommodation, we have laid out as clearly as possible, the conditions on which your booking is made. Nothing in these conditions affects your normal statutory rights.

### **1. Your booking:**

You must be at least 18 years old when you book your accommodation. Your booking is made as a consumer and you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you. When we issue our written confirmation to you we enter into a contract with you, the party leader, which is subject to these Booking Conditions. Any disputes or queries will be between the party leader and the owner. The party leader will assume responsibility for the whole party and the compliance with these rules of all party members. We have the right to refuse any booking prior to the issue of our written confirmation, and if we do this we will tell you in writing and promptly refund any money you have paid us. When your confirmation is received, the details must be checked carefully. If anything is not correct you should tell us immediately.

### **2. Paying for your accommodation:**

A deposit of 25% of the booking price is payable by cheque at the time of booking. At this point your booking becomes binding and you will receive written confirmation. The balance of the booking cost must be received by us no later than 2 months before your arrival date, together with an additional £300 breakage deposit. This payment must be made by cheque. If you book less than 2 months before the arrival date, payment of the total cost, including the breakage deposit is due straightaway.

### **3. Cancellation of booking by you:**

If you need to cancel your booking you must contact the Owners as soon as possible in writing. The booking deposit is non-refundable under any circumstances. However we will make every effort to re-let the property once formal cancellation has been received and if we are able to re-let at the same price the balance will be refunded to you. If we are only able to re-let at a reduced price (with your approval) the reduced balance will be refunded. If we are unable to re-let the full balance will remain payable by you. We STRONGLY RECOMMEND you to take out guest cancellation insurance against cancellation due to ill-health, bereavement etc as the above refund terms are non-negotiable.

#### **3(a). Changing the date of a booking:**

Your booking may not be normally moved from one date to another once made except at the discretion of the owners. If you wish to change the booking date you will have to cancel the original booking and the normal cancellation policy will prevail regardless of any subsequent booking made.

### **4. Cancellation of booking by us:**

If we have to cancel your booking in advance for any reason you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation will be payable.

Contact:

Mrs Z Bidwell - 14 Burton Drive, Rackheath, Norfolk, NR13 6QU 01603 720050  
wrinklypeep@neuf.fr

## La Troitiere, Mayenne, FRANCE

### **5. Damage to property:**

You are responsible to the Owner for the actual costs of any breakage or damage in or to the accommodation - along with any additional costs that may result - which are caused by you or your party. These costs may be deducted from your £300 deposit, but are not limited to that amount. You may be billed for the difference between this and the actual cost of the repairs.

### **6. Accidents, injury and personal property:**

The Owners shall have no liability to you for the death or personal injury to you or any member of your party. You must 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.

### **7. Low peak electricity and heating supplement:**

Electricity is metered and will be charged at the end of your stay at the rate prevailing at the time. Prudent use of heater thermostats, along with the heating timers will keep this charge to a minimum. The meter is behind the picture in the downstairs double bedroom, please feel free to note the readings yourself on arrival and departure. There may be a small difference between your readings and ours as the heating will have been on for a few hours prior to your arrival. Please ensure heating is turned off on departure.

### **8. Stairs and beams:**

La Troitiere like many older properties has some low beams and several small steps between rooms, please take extra care. Although many older people and children have enjoyed the house, it does have narrow spiral stairs which may not be suitable for all guests.

### **9. Website and advertisements:**

The Owners aim to ensure that the information and descriptions provided are accurately conveyed on any authorized third-party websites or advertisements. There may be small differences between the actual accommodation and its description as we are always seeking to improve services and facilities. There are many unauthorised websites listing holiday cottages. We cannot accept responsibility for the descriptions these sites. Occasionally, problems mean that some facilities or services become unavailable, and if this is the case we will tell you as soon as reasonably practical after we have been made aware of the situation. Similarly, we cannot accept responsibility for any changes or closures to local area amenities or attractions mentioned on the website or advertised elsewhere.

### **10. During your stay:**

You can arrive at your accommodation after 3 pm on the start date of your holiday and you must leave by 10 am on the last day. The Owner is entitled to refuse to hand over to you or to repossess the accommodation if they reasonably believe that any damage is likely to be caused by you or your party or can repossess the accommodation if damage has been caused. You cannot allow more people than you have booked to stay in the accommodation, nor can you significantly change the makeup of the party during the duration of your stay in the accommodation nor can you take your pet into the accommodation unless it has been arranged in advance and it is shown on your confirmation. If you do so the Owner can refuse to hand over the accommodation to you or can repossess it. You may not carry out any form of trade or business from the property, nor may you sub-let any part of the buildings. The property is entirely non-smoking and you agree not to smoke in any part of the house, and please remove all butts from outside areas. The house is in a residential area, you must pay due consideration to the neighbours and avoid excessive late-night noise, particularly outside. We will treat contravention of any of these rules as a cancellation by you and Section 4 will apply. You must allow the Owner or any representative of the Owner access at any reasonable time during your stay.

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### **11. Pets:**

Pets by prior arrangement, and are subject to an additional £25 cleaning charge. Pets are not allowed in the bedrooms or on the furniture. Please keep dogs on leads in the garden so that ALL mess can be removed by you prior to departure. This is particularly important as future guests may have young children.

### **12. Cleaning on departure:**

You agree to keep the accommodation clean and tidy as found and leave the accommodation in a similar condition. The following basic level of cleanliness is required on departure; Cookers and ovens clean and fat-free. Kitchen floor swept. Crockery and cutlery washed/dried and put away. Toilets cleaned. Carpets vacuumed. Obvious spills and stains removed. Any furniture moved restored to original position. Barbeque clean and fat-free. Bins emptied into large wheelie bin (up hill, on left) and bottles, taken to bottle bank (situated next to Village hall/football field on the edge of village).

### **13. Problems & Complaints:**

Every effort has been made to ensure that you have an enjoyable and memorable holiday and to date we have had no serious complaints or problems! If however, you have any problem or cause for complaint it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return!

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