

Gîtes in Charente gîte rental terms and conditions

November 2011

General

- 1 The properties known as Le Grange and La Petite Maison (the properties) are offered for holiday rental subject to agreement between Abigail and John Wilkin (the owners) and the renter (the guests).
- 2 Please respect and show consideration for your surroundings and your neighbours.

Rental period, arrival and departure times*

- 3 Le Grange: Saturday to Saturday
La Petite Maison: Saturday to Saturday
 - Earliest check-in 16.00, if your arrival will be after 20.00 please advise in advance.
 - Please check-out by 10.00 on day of departure, unless otherwise agreed.

Payment and charges†

- 4 Payment accepted in Euros (cheque drawn on French bank, direct bank transfer, cash or credit card), or Sterling (UK online banking, or credit card).
- 5 Price for rental (the charge) is for the number of guests specified by the renter, subject to the maximum stipulated by the owners; any extra guests arriving to stay in the gîtes unannounced will be charged a fee.

No camping permitted. Tax de séjour is payable before departure as set out at: <http://blogs.gitesincharentes.co.uk/2011/11/03/taxe-de-sejour/>.

- 6 The charge is inclusive of water, electricity, gas, fuel and all duvets, linen and towels (please note that towels are for indoor use only).

A supplementary charge for electricity usage will be made for low season rentals.

Guests are free to bring their own linen, but no reduction in the charge will be made. Please let us know if you wish to bring your own linen.

Bookings

- 7 If paying by cheque, guests should complete, sign and return the booking form together with a 25% deposit. If payment is via bank transfer, receipt of this and the electronic booking confirmation via email constitutes your booking. Following receipt, the owners will send a confirmation notice (by letter or email as appropriate). This constitutes formal agreement between guests and owners.
- 8 Provisional bookings will be held for up to seven bank working days to allow for postal/electronic receipt of the initial deposit.
- 9 The balance, together with the security deposit (see 10) is due not less than eight weeks before the start of the rental period. In the event of late payment, the owners reserve the right to cancel the booking, retain the deposit, and re-let the property. Any such cancellation will be given in writing. Bookings made within eight weeks of the start of the rental period must be paid in full at the time of booking.
- 10 A £100 breakages/cleaning security deposit is payable with the balance (refunded within one week of date of your departure subject to possible deductions for damage, breakages, or additional cleaning – see 15 and 16. This will be returned by electronic transfer or cheque drawn on a UK bank).
- 11 Bookings are confirmed on the understanding that the accommodation booked will be available for the dates specified. If, due to circumstances beyond our control, this is not possible, we will make a prompt and full refund of all money paid, and there will be no further claim against us. In the event of the booking being cancelled or altered by reason of force majeure (which includes floods, storms, riots, strikes, wars, and Acts of God) or other events outside our control, we cannot accept liability.

If you or any other person in the hire party falls ill whilst on holiday or for any reason has to return early, we cannot be responsible for any additional costs incurred, nor can any part of the charge be returned.

Note to renter

Please read these terms and conditions carefully. If there is anything the renter does not understand or does not agree with, please contact us by email or telephone.

* Some flexibility may be available, particularly in low and mid season.

† Please contact us for further details

Payment via Pay Pal (administration fee of 5% of your rental charge will be added)

Credit card payment only available via Pay Pal.

Cancellation

- 12 In the event of cancellation by the renter, the charges are as follows:
- more than eight weeks before rental period begins, the deposit is non-returnable,
 - between eight and four weeks before rental period begins, 50% of the total cost is refunded
 - less than four weeks before rental period begins, no refund is made
 - if it is possible to re-let the property after cancellation, full refund minus 20% administration fee will be made.

Risk and travel insurance

- 13 ALL guests MUST have or take out travel insurance including personal liability and/or provide an attestation de responsabilité civile.
- 14 Use of the accommodation and all amenities is entirely at guests' own risk. Guests' personal belongings (including motor vehicles) left in or around the property are entirely at guests' own risk, and no responsibility can be accepted for loss or damage thereto.
- 15 Please report all breakages. A charge is not always levied, but we'd rather hear from you than find out for ourselves after your departure.
- 16 Guests agree to be considerate tenants, take good care of the property and leave it in a clean and tidy condition at the end of the rental period.
- Any guest/guests deemed to be acting in a consistently unreasonable manner will be asked to leave the property.
- Although cleaning is included in the rental price, the owners reserve the right to make a deduction from the security deposit to cover any additional cleaning costs.
- 17 Whilst every effort has been made to ensure that the description of the property and nearby facilities is as accurate as possible, we cannot accept any liabilities for any changes beyond our control.

Complaints

- 18 Should you have a complaint about the property, please report it to us as soon as possible so that we have the opportunity to deal with it. Complaints cannot be accepted after your departure.

Safety and emergencies

- 19 Guests agree to take all precautions necessary to ensure the safety of members of their party and to avoid all dangerous activities within the property.
- Guests are responsible for ensuring that minors are supervised at all times.
- 20 Our properties do not have telephones but urgent messages from friends, families and colleagues can be left with us in an emergency.

Smoking and pets

- 21 Sorry, no smoking in the gîtes. Please use ashtrays or sand filled pots provided for disposal of cigarette butts.
- No animals.

Acceptance of these terms and conditions

- 22 Receipt of the deposit by bank transfer or the signed booking form indicates compliance and acceptance of all terms and conditions.
- If in doubt about any aspect of your rental, please ask.
- Some flexibility may be possible.