

## **TERMS AND CONDITIONS FOR GITE DE BON ACCORD**

Full Terms and Conditions for La Sonnette. These Terms and Conditions may be changed at any time, and a full and current copy is available in the Welcome Pack.

The property known as La Sonnette (the property or gite) is offered for holiday rental subject to confirmation by Robert and Susan Massey (the owners) to the renter (the client).

### **ARRIVAL AND DEPARTURE**

Changeover day is usually Saturday, however, where availability allows, the owners will attempt to arrange with the client arrival dates convenient to them.

The gite is available from 4.00pm on the date of arrival, and until 10 am on the day of departure. The owners are not obliged to offer the accommodation before the times stated and the client shall not be entitled to remain in occupation after the time stated.

The property on arrival will be presented in a clean condition, and on departure the property should be left in a clean and tidy state by the client with all items returned to their original place. Cleaning materials and equipment are supplied at no extra cost.

The gite is for holiday use only – neither the client, nor any person allowed into the property by the client, has the right to remain in the accommodation beyond the agreed departure date. You will be liable for any losses incurred as a result of delayed departure.

### **BOOKINGS/RESERVATIONS**

To reserve the gite, the client should complete and return the booking form and return it with a non-refundable deposit of 25% to confirm the booking. The balance must be received 6 weeks before the arrival date, as stated on the Booking Form. Late payment of the balance may result in the cancellation of the booking. We strongly recommend that the client arranges a comprehensive holiday insurance with cancellation, and full cover for personal belongings and public liability cover (these are not covered by the owners insurance).

For direct bookings, we accept direct bank transfer for deposit and payment.

When booking through a third party site, eg Airbnb, the exact amount payable at booking will depend on the terms and conditions of the site.

The balance of the booking together with the security deposit (see clause 4) is payable not less than six weeks before the start of the booking period. If payment is not received by the due date, the owner's reserve the right to give notice in writing that the reservation is cancelled. Reservations made within six weeks of the start of the rental period require full payment at the time of booking.

A security deposit of 200 euros per booking is required in case of damage to the property or its contents. However the sum reserved by this clause shall not limit the client's liability to the

owner. The owner will account to the client for the security deposit and refund the balance due within 14 days after the end of the rental period. Please notify us of any malfunctions, breakages or failures of items prior to your departure – as failure to do so could affect the experiences of following guests and we will have to make an appropriate deduction from the security deposit. We cannot be held responsible for any loss or damage to guest's personal belongings.

### **CANCELLATIONS**

Cancellation by guests should be notified as soon as possible. If a cancellation is made prior to six weeks before the arrival date, the deposit will be retained. If a cancellation occurs after the balance has been received, the full amount will be retained. We will endeavor to rebook the gite, and if we are able we will return all monies except the deposit payment and those costs expended in achieving a replacement booking. In the unlikely event that the Gite has to be withdrawn from rental, the owners reserve the right to cancel and will advise guests immediately and where possible, will offer alternative and equal accommodation. If this is not possible, all monies will be returned to the guests immediately. In the event of the booking being cancelled or other events outside our control, we cannot accept liability.

### **INCLUDED IN THE PRICE OF RENTING THE GITE**

- Rental of the gite for the time specified and for the number of people specified and named on the booking form to a maximum of 6 people.
- Parking is available for one vehicle – please contact us if you wish to bring an additional vehicle and we can instruct you on where you can park.
- Bed linen and towels is provided for the number of people booked, a tea towel and a bath mat.
- A welcome pack which includes - tea, coffee, milk, baguette, cheese, water and a bottle of wine. If there is anything which you would like us to obtain for you before your arrival please let us know.
- Wi-fi is free for clients to surf the net and use the internet to keep in touch with friends and family. The signal is not strong in this area, and we request that it is not used for business purposes, excessive downloading ie streaming films/video clips. We cannot be held responsible for the speed of the Internet or if no Internet is available during your stay. Please do not attach or connect equipment to our internet or TV satellite system, nor any cables or data sockets, whether hardwired or wireless without our explicit prior permission.

### **OWNERS RIGHTS**

Our rights include, but are not limited to the following –

- Refuse to accept any booking at our sole discretion.
- Entering the accommodation at any reasonable time and for any reasonable cause. We will try to let you know if we need to do this.
- Refuse entry to your friends/visitors.
- Charging for non trivial damage howsoever caused.
- Claiming from you for any loss of future business as a result of damage resulting from your stay here, by you or your guests/visitors, howsoever this is caused.

Terminating the rental agreement immediately and without compensation or refund if:

- You damage the accommodation, are excessively noisy or disturb others;
- We reasonably suspect you are breaking the law;
- You allow anyone extra to stay in the gite without our permission;
- You do not comply with these full terms and conditions.

### **Client Responsibilities**

General responsibilities include, but are not limited to:

- Ensure only the number of people named on the booking form and for whom the booking is made, stay in the gite.
- Please inform us if you have any friends/visitors coming to the gite. You are responsible for your friends/visitors at all times when at the gite or in the grounds.
- The gite cannot be used as a base for a party.
- Ensure that any friends/visitors at the gite comply fully with these terms and conditions.
- Report to us any breakages or missing items (you will not normally be charged for minor damage or breakages).
- Keep all furniture, fittings and effects in the same good condition as they were found.
- Ensure the BBQ is safely extinguished after each use and cleaned.
- The gite is a non-smoking and vaping area.
- Guests in the gite are at all times responsible for any children also staying.

### **SMOKING**

Smoking (this included e-cigarettes) is not permitted inside the gite under any circumstances but is allowed in the grounds of the gite. All cigarette ends, matches etc must be disposed of correctly and in a responsible manner. We reserve the right to charge an extra cleaning cost if we deem the gite to have been damaged by smoke fumes. This damage may include, but is not restricted to, smells and odours, stains, marks or cigarette burns to floors, walls, ceilings or furniture and fittings.

### **PETS**

We do not accept any animals at the gite under any circumstances. We have guests who may have allergies to pets. If you ignore this and bring any pet you will have to secure pet boarding accommodation elsewhere, and will not be permitted to bring the pet onto the premises.

### **COMPLAINTS**

Should you have any complaints with regard to your stay at the gite you must inform us at the time of the complaint and without fail before you leave. This includes, although is not limited to, dissatisfaction with the gite and accidents to you or any in your party whilst at the gite. If you encounter any problems with the gite please let us know as soon as possible and allow us suitable time to rectify the problem. We cannot consider any complaint brought to our notice after you have left.