

## **LE PONT D'ALBART** **TERMS AND CONDITIONS**

For your clarity as well as ours we need to have some simple terms and conditions that govern your booking and your stay with us. We've done our best to write them in plain English, though please forgive us if they sound a little formal and terse; that's down to the subject matter and not to us, and you'll find that we're not at all like that in the flesh! They are important and form the basis of your contract with us, so we do ask you to read them carefully before booking; when you submit your booking form you are signifying that you've read and that you accept everything written below.

### **Conditions of Booking:Self-Catering.**

#### **1. Contract**

The contract is made between the hirer and Le Pont D'Albart .

#### **2. Acceptance of Booking**

Acceptance of the booking is subject to the receipt of the appropriate deposit or full payment together with the booking form duly signed. The signature of the hirer or party leader confirms that he or she has read and accepts and agrees to be bound by the conditions listed here.

When we receive a confirmation E mail about particular dates we will hold those dates for a maximum of 7 days in order to give you time to make travel arrangements. If we have not received a booking form from you within that time we reserve the right to take other bookings for those dates. Your reservation will be confirmed upon receipt of the reservation form and 25% deposit (full payment within 8 weeks of arrival).

Payment per cottage is due eight weeks before arrival at the cottage Unless payment is received by that due date we reserve the right to treat your booking as cancelled and make a cancellation charge as detailed below (condition 5).

You may pay by our deposit by ;

Direct bank transfer ( UK or French account)

Credit / Debit card (via Stripe/Wave payment platform )

Bank transfer is a secure , free and quick method of making payment . We have used this method for over 15 years and but we recommend telephone contact on our security checked number before any transfer is made .

Card payments generate a handling charge of 1,5 % for us and this must be met by the guest .

#### **3. Accommodation Services**

The price of the cottage includes all services , linen , heating (central or pool) and use of designated facilities. If your booking is within eight weeks of the holiday payment is required with the booking.

#### **4. Deposits**

There is a 25% per cottage reservation deposit which is a part of the price of the holiday and should be sent with the booking form . In addition there is a two hundred pounds or 250 Euros cash breakages bond per cottage payable on arrival before cottage keys are issued .

As tenant you undertake to pay all reasonable charges for breakage or damage caused by your party. You are within your rights to replace small articles damaged or broken during your stay. We reserve the right to charge from your bond for any articles not so replaced or for damage done during your stay.

Should major damage occur within the complex we reserve the right to invoice you for the excess charges. All moneys due to you from the returnable bond will be returned at the end of your stay.

#### **5. Cancellation**

If you wish to cancel your booking after either the deposit or the full price has been paid you should advise us immediately in writing . Cancellation fees will be calculated from the day on which we receive your written cancellation.If no written notification is received by us , the outstanding balance , if not re-let, will be payable by you.

Cancellation fees will be as follows ;

- i. Any time from confirmation of booking to eight weeks before arrival at the cottage , deposit is forfeit.
- ii. From eight weeks to three weeks prior to arrival at the cottage , 50% of the cottage hire price is due.
- iii. From 20 days to 8 days , 70% of the cottage hire is due.
- iv. From 7 days to to the date of arrival the full price of cottage hire will be due.
- v. The breakage bond , if paid, will be returned in full.

#### **1. Alteration.**

Le Pont D'Albart will make every effort to act upon requests to change an existing booking but reserve the right to charge an administration fee of 20 pounds and any other direct costs incurred in so doing.

#### **7. Cancellation by Le Pont D'Albart**

We will endeavour not to cancel your holiday unless an extreme emergency occurs. Should we find it impossible for reasons beyond our control, to provide you with the accommodation you have booked we reserve the right to cancel your booking and return any moneys paid.

#### **8. Hirers Responsibility**

The client is responsible under French Law for the property and its contents whilst on holiday. This also applies to all facilities provided for guest use.

The names of all guests occupying the cottages must match the details on the booking form. On no account must the maximum number of guests as shown on the literature be exceeded . Failure to do this will result in a breach of contract and could invoke a cancellation of the

holiday.

Le Pont D'Albart will not be liable for any accident , damage , loss or inconvenience whether to person or property which the client or any of his or her party may suffer arising out of or in connection with the holiday .

No responsibility can be accepted for loss or damage to any car or its contents.

Baggage and personal belongings are the responsibility of the client at all times.

We recommend most strongly that guests have their own Personal and Cancellation Insurance.

On departure guests are requested to leave the property in the condition as specified in the cottage information booklets . There are different expectations whether the cleaning service has been requested or not.

Failure to do this may result in an additional charge being levied locally.

Guests are requested to not arrive at the property before 4.00 p.m on the day of arrival and must vacate the property before 10.00 am on the day of departure.

## **9. Health and Safety**

Le Pont D'Albart has complied with all current Health and Safety regulations. Guests must be aware that a reasonable degree of supervision of minors is advised . This is obligatory in the swimming pool and playroom areas .

Parking is restricted to the allocated parking area .

Le Pont D'Albart reserves the right to deny access to any facility in the interests of safety or the enjoyment by other guests.

## **10. Insurance**

We very strongly recommend that you take out adequate travel insurance to cover yourself against cancellation or curtailment and other possible losses such as loss of valuables. We cannot be held liable for loss however caused.

## **11.Complaints**

Le Pont D'Albart kindly requests the opportunity to correct any problem that arises during your stay. Please inform us on site and we will do everything possible to deal with your complaint.

Le Pont D'Albart can not accept complaints after a client has returned home.