



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 . 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 confirmation by E mail ,Reservation form or both you are signifying that you've read and that you accept everything written below

Conditions of booking self-catering.

1.ContractThe 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 either the booking form and/or Email confirmation or both . The reservation contract **will also be established** on the basis of E mail confirmation and payment reception without reservation form .

The signature of the hirer or party leader on the booking form confirms that he or she has read and accepts and agrees to be bound by the conditions listed here.

Your reservation will be confirmed upon receipt of the 30% 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). Currently we prefer payments by direct bank transfer (UK or French account) 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 .

3.Accommodation Services

The price of the cottage includes all services , bed 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 30% 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 £250 or 300 Euros cash breakages bond per cottage payable on arrival before cottage keys are issued .As a 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; Any time from confirmation of booking to eight weeks before arrival at the cottage, deposit is forfeit

i. From eight weeks to three weeks prior to arrival at the cottage, 50% of the cottage hire price is due.

ii. From 20 days to 8 days, 70% of the cottage hire is due.

iii. From 7 days to the date of arrival the full price of cottage hire will be due.

iv. The breakage bond, if paid, will be returned in full.

6. 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 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. Pets are not accepted and no smoking allowed in the gites. We regret we cannot be held responsible for interruption in services eg. internet, swimming pool, electric, water. We ensure you we will endeavor to do our best to resolve the problem as soon as possible. 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.

NOTE : We recommend **most strongly** that guests have their own Personal and Cancellation Insurance. This should cover but not limited to -holiday cancellation insurance (ideally covering Pandemics ,Illness) and Accomodation Damages Cover .

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.

The COVID situation requires extra cleaning time between guests and we kindly request that guests arrive no earlier than 5pm and depart before 9am unless told otherwise .