

## BOOKING CONDITIONS

Gîtes  
la Ganière

### 1. Advertising and accuracy

Every effort is made to ensure the accuracy of our advertisements and all advertising material at the time of publication, we cannot be held liable for changes to things beyond our control. All information is provided in good faith, but no guarantee is given with regard to the information provided, in writing or orally.

### 2. Reservation and payment

We encourage you take the time to discuss your holiday and we welcome questions by email before you book.

After you have finalised the details of your stay, your request must be sent by e-mail as soon as possible using the booking form, so that we can block this period for you. Under no circumstances can the requested number of people per booking form be exceeded without a registration agreement prior to your holiday.

- Confirm the reservation within 5 working days after sending your e-mail with a non-refundable deposit of 25% (proof of payment only accepted for international payments, this can take up to 3 working days).
- If you book six weeks or less before departure, the full price will be paid in full, otherwise the final payment will be due six weeks before the date of your holiday.
- On arrival we ask for a deposit of € 150, which will be refunded at the time of the inspection before your departure, if there is no problem.
- If the total amount and the deposit have not been received on the due date, we reserve the right to cancel the booking.
- Cancellation conditions; the deposit is non-refundable. If you have to cancel between 6 weeks and 3 months before arrival, you must pay 50% of your total vacation (25% extra). If the cancellation is less than 6 weeks before your holiday, you must pay the total remaining amount.

## **5. Your responsibilities**

Your property is tidy, cleaned and furnished before your arrival. When you leave, we ask you to check if you have all your belongings, to remove your waste and your recycling. If extra cleaning is deemed necessary (including barbecues), a minimum amount of € 50 will be charged.

Inform us as soon as possible of any breakages, breakdowns of equipment failures, so that these are rectified as soon as possible and can be corrected before the arrival of the following customers. The arrival and departure times are 4 p.m. and 10 a.m. respectively. If you want an earlier arrival do ask us as this is sometimes possible. The departure is set at 10.00 a.m. to give us time to clean and install all the cottages before the next guests arrive.

We will contact you during the week before your holiday to check the arrangements and make a provisional appointment to welcome you on arrival. You will always be welcomed on your arrival so that we can show your accommodation and answer all your questions.

## **6. Complaints and / or problems**

If you experience a problem, upon arrival or during the rental, this must be brought to our attention immediately so that any corrective measures can be taken immediately.

We have a bell to our apartment and we are always available on our phones. We will do everything we can to tackle the problems quickly and efficiently.

We reserve the right to enter the premises at a reasonable time to handle any complaints or problems, and to perform repairs that are deemed necessary to the property or equipment. Any complaint after departure must be submitted in writing within 14 days of your departure.

## **7. Swimming pool - 7.75 mx 4.1 mx 1.4 m.**

Bath towels are provided, do not use grey bath towels. If you choose to swim early or late, consider other guests and locals. The pool is monitored daily and treated when necessary. If additional treatments are needed, we will inform you when you can use the pool safely.

Please - do not dive or jump because the pool is only 1.4 m deep. No glasses or bottles to use around the pool (plastic only) or food (chips, etc.).

There is a fitted swimming pool alarm that meets the French standard. Children must be supervised by parents at all times; we (the owners) cannot be held responsible for their safety because there is no lifeguard present.

## **8. General**

Although every effort is made to keep the pool and household equipment in good condition for our guests to use and enjoy, we are not responsible for unforeseen events such as breakages or malfunctions. . When problems arise, we will try to solve the problem as quickly as possible.

Sorry but we do not accept pets.

Our gîtes are non-smoking, but you can smoke in your own outdoor space. You will be required to pay for any treatment to the gîtes after smoking inside. Please do not smoke in the swimming pool.

## **9. Parking**

There are 3 places for La Grande and 1 for La Petite. Each room is located on the property's own driveway. Parking is at the risk of the owners.