

Terms & Conditions

Within these Booking Terms and Conditions, "you" and "your" means the person signing the booking form as party leader and all other persons in the party (including anyone who is added or substituted at a later date). "We", "us" and "our" means Owners of the Property.

1. Booking Contract

1.1 You (the person signing the booking form as party leader) agree to enter into a contract with us on the following terms and conditions.

1.2 The contract commences when we have issued the written booking confirmation. We reserve the right to refuse any booking.

1.3 You must be aged 21 years or over when the booking is made.

1.4 Single sex parties are only allowed by prior agreement with us and if accepted will be subject to an additional damage security deposit of £500 payable with the balance of holiday monies. This will be refundable within 14 days of completion of the holiday subject to any deductions in accordance with clause 3.1.

1.5 Groups where the Leader is under 25 will be subject to an additional damage security deposit of £500 payable with the balance of holiday monies. This will be refundable within 14 days of completion of the holiday subject to any deductions in accordance with clause 3.1.

2. Payment

2.1 The booking form must be accompanied by a 30% deposit of the total amount due. This is non refundable unless the cancellation is made in writing whereupon the provisions of clause 8.2 shall apply. If a reservation has been made by virtue of an enquiry that reservation will be cancelled if the booking form and deposit are not received within 7 days of the initial enquiry and reservation

2.2 The balance of the booking price must be paid at least six weeks (42 days) prior to your arrival at the property failing which we reserve the right to treat the booking as cancelled.

2.3 Bookings taken within six weeks of arrival at the property must be paid for in full at the time of booking.

2.4 We accept payment by cheques, travellers cheques or electronic bank transfer.

2.5 All payments must be made payable to MR A & MRS T JOURDAIN

3. Your responsibilities

3.1 You must keep the property and all furniture, fittings, facilities, equipment and grounds in the same state of repair and condition as at the commencement of the holiday and in the same state of cleanliness and general order in which it was found. You will be responsible for the payment for any breakages, loss or damage to the property caused by you including any compensation paid to following clients arising from such damage. We reserve the right to levy an additional charge for extra cleaning required after your occupancy should you fail to comply with this clause 3.1.

3.2 The person signing the contract is responsible for the correct and decent behaviour of their party. Should you or a member of your party abuse the property or displays dangerous, offensive or rude behaviour to our representatives or any third parties (e.g. neighbours) we reserve the right to terminate the holiday of the person(s) concerned.

3.3 You must not exceed the number of people stated on your booking form.

3.4 In the event of you breaching the responsibilities set out above, we reserve the right to ask you to vacate the property and the contract will terminate without refund or compensation.

4. Arrival & Departure

4.1 Access for your accommodation is after 4pm on the date of your arrival, unless special arrangements have been agreed in advance. The accommodation must be vacated by 10am on your departure date. Please telephone us on the proposed date of arrival to clarify the time of your arrival or if you are delayed to ensure we can be available to release keys.

5. Breakages & Insurance

5.1 Minor breakages must be replaced with similar items. You must report to us promptly any major breakages or damage and reimburse us with the cost of replacement. We reserve the right to make a claim against you for repair or loss as a result of damage caused.

5.2 Personal possessions are not covered by our insurance. Any valuables and vehicles left at the property are left at your own risk. It is essential and your responsibility to ensure all doors and windows are closed and locked when leaving the property. **We strongly advise that you take out adequate travel insurance (including liability for accidental damage to the property including fixtures and fittings, cancellation cover and medical and emergency expenses) prior to the commencement of your holiday.**

6. Liability

6.1 We cannot accept liability for any loss, damage or injury howsoever caused to you or to your personal property.

6.2 Children should be supervised and monitored at all times and you should verify the suitability of children's equipment/DVD's/books which are provided as we cannot accept liability.

6.3 We cannot be held responsible for noise or disturbance originating beyond the boundaries of the property.

6.4 We cannot accept any liability for compensation where performance or prompt performance of our contractual obligations is prevented or affected by reasons outside of our reasonable control including adverse weather conditions, acts of God, explosion, tempest, fire or accident, war or threat of war, civil disturbances, restrictions and regulations of any kind on the part of the government or local authorities, strikes, lock-outs, or other industrial action or dispute.

6.5 We cannot accept responsibility for the failure of public services such as water, gas, electricity, plumbing or sewerage systems, breakdown of domestic equipment and breakdown of mechanical equipment such as pumps and boilers (but will endeavour to arrange prompt repair).

7. Complaints

7.1 In the event that a complaint arises whilst you are on holiday you should contact us promptly and before your departure to allow us an opportunity to rectify the matter.

7.2 If the problem is not resolved to your reasonable satisfaction during your holiday, you should put your comments in writing within seven days of your return.

7.3 We cannot accept complaints unless this procedure is followed. Complaints received after your holiday will not be accepted if we have not had prior notification of your complaint and if you vacate the property before the departure date without notifying us you will forfeit your right to a refund.

8. Alterations & Cancellations by You

8.1 If you request any changes to your booking we will endeavour to comply, but cannot guarantee to be able to. An administration charge of £25 will be payable.

8.2 Cancellation by you of your booking must be in writing. The effective date of cancellation is the date we receive written notification. Our cancellation charges are detailed below.

Number of days before holiday start date that notification is received and cancellation charge (as a percentage of the total cost of the holiday):

0 to 42 days 100%

42 days or more- Deposit only

8.3 If you cancel at any time we will endeavour to obtain a replacement client. If a replacement is obtained, we will then refund all monies paid by you for the property rental, less any difference between the price you paid for the property and the price paid by the replacement client. We shall also charge a cancellation charge of £25 to cover our administration costs

9. Alterations or Cancellations by Us

9.1 In the interest of continual improvement we reserve the right to make minor modifications to furniture, amenities and facilities without any prior notice.

9.2 In the unlikely event that the property is not available on the date booked (e.g. owing to fire damage), if requested and if available we will try to arrange alternative accommodation of a similar type, price, standard and location. A refund of all monies paid by you to us is alternatively available.

10. Pets

10.1 No pets are allowed in the Accommodation. This includes any pets belonging to visiting friends and relatives

11. Privacy Policy

11.1 We make it our highest priority to ensure that your personal information provided to us is secure and confidential. We will not disclose your personal information to third parties.

12. Access for maintenance and inspection

12.1 We or our representatives have a right to access the property at any reasonable time during your stay to carry out essential maintenance and periodic inspection.

13. Law

13.1 These terms and conditions and the contract to which they apply are governed in all respects by English law and is subject to the non-exclusive jurisdiction of the English Courts.

14. Acceptance of these conditions

14.1 By signing and returning a booking form you are confirming that you have read and accepted the above conditions.