

LA GRANGE : TERMS AND CONDITIONS

Please read these terms and conditions before booking. When you make a booking and pay the deposit, a legally binding contract is made and you will receive a booking confirmation. Any booking made by you, whether through our websites or otherwise, shall constitute your acceptance of the offer subject to these conditions. By submitting a booking form you confirm to us that you have read these conditions and agree to comply with them.

Insurance

We very strongly recommend that you take out appropriate travel insurance to cover against cancellation or curtailment and other possible losses. We cannot be held liable for any loss however caused.

Deposit & Payment

A deposit payment is required at the time of booking, once we have confirmed a booking request. If the booking is made within 8 weeks of the date of arrival then full payment is required immediately. Booking confirmation together with arrival instructions will be sent by email. Provisional bookings may be taken upon application and will be held for up to 48 hours pending receipt of a cleared deposit. Bookings will not be guaranteed until we have received your deposit and have sent you our formal booking confirmation in writing.

The property is available for four persons only. A fifth 'child', under 18, may be agreed by us in writing. Only booked guests may occupy the property.

Cancellation

You or any member of your party may cancel your booking at any time, however no refund will be made for any money paid or agreed to pay unless we can re-book the period of the cancelled holiday at the same price. This is not a guarantee but made at the owners discretion. If we can re-book the period of the cancelled holiday, but at a lower price, we will refund this proportion if appropriate to you.

If for some highly unusual or unforeseen circumstance we have to cancel your booking we will of course refund the payment in full. Our liability to you is only the amount you have paid us. We cannot be liable for losses you may incur in respect of travel or accommodation.

We shall not be liable or accountable for any unforeseen circumstances such as severe weather conditions, local or national strikes, fire, floods, acts of government or of any other authorities and this includes the provision of internet connection.

Cleanliness and Breakages

You must look after the gîte during your stay. This means that you must keep all furniture, fittings and effects (inside and outside the property) in the same state of repair as at the start of your stay. We understand small breakages happen, and wish to be informed at the time if anything is broken. We ask that at the end of your stay La Grange is left tidy.

Security Deposit

You will need to bring 200 euro or £200 in cash as a security deposit. Monies paid on arrival will act as a deposit against damage or unduly soiled items. These monies will be held on account and will be fully refunded upon departure after a short inspection.

We think its inappropriate to check every single item before you go, but if you break any of these conditions we do reserve the right to levy a cleaning charge and/or make a deduction against the deposit for repair or loss as a result of damage caused. All decisions made regarding damage and unduly soiled items are made by us and will be deducted accordingly upon departure. Any complaints should be lodged in writing or by email and will be handled fairly and as quickly as reasonably possible.

Smoking

There is strictly no smoking in the gîte, terrace and garden and anywhere on our property. If you are a smoker we must insist you walk a short distance from the barn to the designated smoking point. This is for both hygiene reasons and also because as an ancient barn with a large amount of exposed ancient timbers surrounded by woodland there is a higher risk of fire.

Check-in / Check-out times

We will be happy to welcome you after 4pm on your day of arrival to allow us time for cleaning and servicing. The property must be vacated by 10am on the day of departure, unless otherwise agreed by us in writing.

We look forward to welcoming you at La Grange. Thank you for taking the time to read these terms and conditions.