

Bonheur Gîtes - Booking Conditions

1. To reserve the property, please complete and sign the booking form and return it together with payment of the initial non-refundable deposit (25% of the total rent due). When we receive the booking form and deposit we will send you a written confirmation of the booking.
2. The balance of the rent, together with the security deposit (see clause 3), is payable not less than six weeks before the start of the rental period. If payment is not received by the due date we reserve the right to give notice in writing that the reservation is cancelled. Reservations made within six weeks of the start of the rental period require full payment at the time of booking.
3. A security deposit of £150 for every holiday rental period is required in case of, for example, damage to the property or its contents. However, the sum reserved by this clause shall not limit your responsibility to us. We will refund the security deposit (less any amounts for breakages etc.) within one week after the end of the rental period.
4. If having booked the property you are unable to come, we are only able to make a refund if we can re-let the property. We would recommend that you take out travel insurance to include cancellation cover.
5. The rental period shall start at 1500 hrs (3pm) on the first day and finish at 1000 hrs (10 am) on the last day. We shall not be obliged to offer accommodation before 3pm and you will not be entitled to remain in occupation after the time stated.
6. The maximum number to reside in the site must not exceed the numbers indicated on the booking form unless specifically agreed with us.
7. We aim to provide a peaceful and tranquil setting for your holiday. When booking you agree to be considerate towards other guests and neighbours and to leave the property clean and tidy.
8. Please report any defects or problems promptly and we will arrange to have them rectified as soon as possible.
9. We shall not be liable to you for any of the following:
 - Any temporary defect or stoppage in the supply of public services to the property, nor for any defect with machinery or appliances in the property, garden or swimming pool.
 - Any loss, damage or injury which is the result of adverse weather conditions, strikes or any other matters beyond our control.
 - Any loss, damage or inconvenience caused to or suffered by you if the property shall be destroyed or substantially damaged before the start of the rental period. In such an event we shall within seven days of notification to you refund all sums previously paid in respect of the rental period.
 - Under no circumstances shall our liability to you exceed the amount paid to us for the rental period.
10. The use of facilities including the swimming pool is entirely at the user's risk. No responsibility can be accepted for injury to a user or for loss of, or damage to, the user's belongings. No responsibility can be accepted for any loss of, or damage to, any motor vehicle or its contents.
11. Please note that, in accordance with French law, the swimming pool alarm must remain switched on at all times
12. The bringing of pets onto the property is not allowed.
13. Please note that no smoking is allowed in any of our gites.