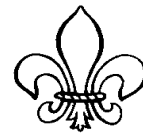


# *Le Pont D'Albart – Terms & Conditions*



## **Conditions of Booking: Self-Catering.**

### **Contract**

The contract is made between the hirer and Le Pont D'Albart.

### **Acceptance of Booking**

Acceptance of the booking is subject to the receipt of the appropriate deposit or full payment together with the booking form duly signed. The signature of the hirer or party leader confirms that he or she has read and accepts and agrees to be bound by the conditions listed here.

Payment should be made by cheque with the balance of payment, together with a breakages bond of 100 pounds cheque with card or 100 pounds/ 150 euros cash on arrival for which guests will receive a receipt. The cheque remains uncashed and returned at end of stay minus any damages'. 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).

### **Accommodation Services**

The price includes central heating up to end of May or beginning of June i.e. When the pool is heated the central heating is turned off and vice versa. We reserve the right to make an extra charge of 60 euros per week if central heating is requested at the same time the pool is being heated unless air temperatures do not allow the pool heating to be effective in which case central heating is inclusive. This would be between end of May and September. If your booking is within ten weeks of the holiday payment is required with the booking.

### **Deposits**

There is a 25% 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 one hundred pounds per cottage breakages deposit required on arrival.

As 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 within two weeks of the end of the holiday.

### **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.

# *Le Pont D'Albart – Terms & Conditions*



Cancellation fees will be as follows;

Any time from confirmation of booking to eight weeks before arrival at the cottage, deposit is forfeit.

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

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

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

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

## **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 pounds 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 number of 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.

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. We recommend most strongly that guests have their own Personal and Cancellation Insurance.

Guests are requested to leave the property clean and tidy on departure i.e. in the same condition as on arrival. Failure to do this may result in an additional charge being levied locally.

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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.

## **Health and Safety**

Le Pont D'Albart has complied with all current Health and Safety regulations. Guests must be aware that a reasonable degree of supervision of minors is advised.

Use of the rowing boat and lake swimming require adult supervision.

Safety jackets are available for maximum of two children. The maximum number of people to use the rowing boat at any one time is one adult and two children or two adults. Rowing and swimming on the lake is restricted to those times when fishing is not in progress.

Pool Safety guidelines are located in the cottage information folders .The party leader will be asked to give written confirmation that he or she has read and understood the cottage information folders especially Health and Safety issues.

Parking is restricted to the allocated parking area.

Noise levels should be respected in the interests of other guests both inside and outside the cottages, in particular in the proximity of fishing.

Le Pont D'Albart reserves the right to deny access to any facility in the interests of safety or the enjoyment by other guests.

## **Complaints**

Le Pont D'Albart kindly requests the opportunity to correct any problem that arises during your stay. Please inform us on site and we will do everything possible to deal with your complaint.

Le Pont D'Albart can not accept complaints after a client has returned home.