

Booking information, terms and conditions

Please read these booking conditions carefully. Together with the accommodation and general information describing La Paillasse (the "property"), and the booking form, they will form part of the contract between Mr & Mrs Paul Smith ("us") and all persons named on your confirmation invoice ("you").

1. How to book:

After checking availability on the **French Connections website**, you should make a provisional reservation by phone or by email. We will hold the provisional reservation open for a maximum of 7 days.

To make a firm booking you must complete the booking form and pay the deposit. The amount of the deposit is 50% of the rental price. You can then send us a printed booking form together with a cheque in sterling.

On receipt of your booking form and deposit we will send you a confirmation invoice stating the amount of the balance due and the date by which it should be paid, usually 8 weeks before the start of the rental period. The contract between you and us is made on the date we send the confirmation invoice to you. You will be deemed to have read and accepted these terms and conditions and you are to have accepted responsibility for communicating these terms and conditions to the other members of your party.

A provisional reservation will lapse automatically after 7 days unless you make a firm booking.

For late bookings - that is, bookings initiated less than 8 weeks before the rental period - full payment must be made at the time of booking.

2. Payment

The person who signs the booking form is responsible for the full rental price shown on the confirmation invoice. If we do not receive your full payment by the due date, we reserve the right to treat your booking as cancelled by you and to levy charges in accordance with clause 5 below.

3. Price

We state clearly below the items included in our rental prices. The prices quoted are for one week's rental. This is irrespective of the actual number of people occupying the gite but in no circumstances shall the number of people exceed the number quoted in the details of the property.

Included in the price:

- Welcome pack on arrival (milk, bread, bottle of wine, coffee, tea, etc.).
- Bed and household linen (changed at the beginning of your stay).
- Electricity (except during winter months by separate arrangement).
- Cleaning on departure (please note that the level of cleaning provided consists of general hoovering and surface cleaning. Guests are asked to leave the gite in a reasonable state of cleanliness with this in mind).
- Gas for the kitchen cooker.

Available on request at extra charge:

- Logs for the wood burning stove at cost.
- Bicycle hire (£10 per week, regardless of how many cycles are used).

Our agents will deal with any additional expenditure on departure.

4. Breakage deposit

£300, which you must send by cheque with the balance. This will be returned to you within two weeks of the end of the holiday, less the cost of any damages/breakages.

5. Cancellation by you

If you wish to cancel a booking the person who signed the booking form must do so in writing (by recorded delivery post and preceded by a phone call if within 2 weeks of departure). The following cancellation charges will apply:

Date written cancellation received	Cancellation charge
More than 56 days prior to arrival	25% of total price
28-56 days prior to arrival	50% of total price
0-28 days prior to arrival	100% of total price

6. Cancellation by us

We reserve the right to treat your booking as cancelled by you and levy the cancellation charges set out in clause 5 if you fail to make your final payment to us when it becomes due, or if you behave in an improper manner (see clause 8 below).

7. Our liability

We shall not be liable to you for:

- a. Any defect or stoppage in the supply of public services to the property.
- b. Any loss, damage or injury which is the result of "force majeure", that is, unusual and unforeseeable circumstances beyond our control, the consequences of which we could not avoid, for example, war, threat of war, riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disaster, fire, adverse weather conditions, level of water in rivers or similar events beyond our control.
- c. 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 and in any such event, we shall, within seven days of notification to you, refund to you all sums previously paid in respect of the rental period.
- d. Under no circumstances shall our liability to you exceed the rental price of your booking.

8. Your liability to us

While on holiday you must behave properly and avoid causing damage, distress, danger or annoyance to us and to third parties. You must not damage the property; if you do then you will be liable for the cost of replacing it. You are responsible for respecting the property, its contents and amenities and for leaving it in good order and reasonably clean condition. Failure to do so may result in the deduction of all or part of your deposit. If you commit any serious abuse of or damage to the property, its contents or amenities, we reserve the right to treat your booking as cancelled (in which case full cancellation charges will apply) and to require you to leave the property immediately. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

In no circumstances is the maximum number of occupants indicated in the property description to be exceeded. In such a case we are entitled to refuse your party admission to the property and to request any of your party in excess of the maximum number to leave immediately.

No camping is permitted in the grounds.

No pets are permitted.

No smoking within the confines of the house.

9. Complaints

Any deficiency in the accommodation must be reported to us or our agents (currently Dawn and Sue) immediately, to allow an opportunity for immediate remedial action to be taken. We cannot accept any liability if you fail to notify us of the complaint.

10. Arrival and departure

Changeover day is Saturday. Arrival is after 16:00, and departure is by 10:00 on the final day. We shall not be obliged to offer the accommodation before the time stated and you shall not be entitled to remain in occupation after the time stated.

11. Linen

Bed-linen, hand towels and bath towels are provided.

12. Special requirements

Special requirements essential to the success of your holiday must be made clear to us in writing at the time of provisional booking.