

Terms & Conditions

1. If you book with us, you will be dealing directly with the owners of the property and not via an agent.
2. Our property, known as "Chêne Lasserre" is offered for rental subject to the acceptance of our terms and conditions and subject to confirmation by us (owner) to the renter (client).
3. To reserve the property the client must complete and sign the booking form and with it pay a 25% (non-refundable) deposit by bank transfer. Following receipt of the booking form and deposit the owner will send confirmation of the booking; this is the formal acceptance of the booking.
4. Once your reservation has been confirmed by the receipt of the deposit, any cancellations thereafter will mean the deposit would be lost and cannot be refunded.
5. The balance of the rental price is required on the property no later than 8 weeks prior to the start of the rental period. The security deposit of £200/€250 is required to be paid by bank transfer no later than 2 weeks before the start of your holiday. Failure to pay by the due date may result in the cancellation of the holiday and the deposit will NOT be refunded.
If a reservation is made within 8 weeks of the start of the rental period full payment is required at the time of booking.
6. The security deposit is required in case of damage to the property or its contents; however the security deposit shall not limit the client's liability to the owner.
7. The cost of the holiday is based on the property being left in the condition in which it was found. It is the responsibility of the leading member of the party to ensure the property is cleaned prior to departure and it is left in the condition it was received. We can offer a cleaning service at a cost of £50, based on the property being left in a tidy condition; this would need to be agreed with us prior to the start of the holiday. If the property requires significant cleaning above and beyond reasonable levels, or is left in an unreasonable state, then further charges may be applied. The cleaning charge would be deducted from the security deposit at the end of the holiday.
8. Any breakages or damage **MUST** be reported prior to your departure and you may be charged for the repair/replacement of any breakages or damages during your rental period. We would expect guests to replace minor broken items such as glasses, crockery etc. with a closest matched item from local shops. Failure to report these issues may result in the delay in refunding the security deposit while any issues are being resolved.
9. The security deposit will be refunded (minus any breakage or cleaning costs) within 2 weeks of the rental period ending.
10. The rental period shall strictly commence at 4pm on the first day and finish at 10am on the last day of the rental period.

11. The client agrees not to act in any way which would cause disturbance to those resident in neighbouring properties.
12. Towels and Bed linen are provided at the house, but customers are asked to note that only one set of towels/bed linen are provided for the stay and are not changed mid-stay.
13. The client shall report directly and without delay to the owner by telephone if any defects in the property or breakdown in any appliance in the property, garden or swimming pool occur. All best efforts to arrange for repair and/or replacement will be made as soon as reasonably possible.
14. The client shall accept responsibility for the security of the swimming pool during the rental period and ensure the security cover is in place when the pool is not in use. Instructions on the security of the pool are provided at the property. The client's party shall not at any time dive into the swimming pool and the owner accepts no liability for any related injuries.
15. No pets are allowed at the property
16. No smoking is allowed inside the property
17. The owner shall not be liable to the client for any of the following: Any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment or appliance in the property, garden or swimming pool. Any loss, damage or inconvenience caused to or suffered by the client if the property should be destroyed or substantially damaged before the start of the rental period. The owner shall within 7 days refund to the client all sums previously paid.
18. Under no circumstances shall the owner's liability to the client exceed the amount paid to the owner for the rental period.
19. This contract shall be governed by English law in every particular.