

Pepau

Terms and Conditions

Rental Rates:

The rates advertised are for renting this accommodation for up to 6 persons for a one week period, from Saturday to Saturday.

Rates are shown and payable in pounds sterling either by cheque to us or directly into our bank account:

Account Name: **S Kaufmann** Sort Code: **40-11-60** Account Number: **90823333**

Arrival at the property should be after 4 pm and the property should be vacated on your leaving date by 10 am.

Holiday Price:

The price quoted is guaranteed for the agreed period on receipt of a deposit of 25% of the total invoice value. Receipt of the deposit by us confirms the period in question has been reserved. Please be aware that the deposit is non refundable so it is strongly recommended that you insure your holiday at confirmation. The balance of the invoice is due a minimum of 8 weeks prior to arrival.

Booking:

If you verbally confirm your booking we will hold the house for you for 5 days to allow time for your deposit to arrive.

Breakage/damage deposit:

A fully refundable breakage/security deposit of £400.00 is payable when sending the final balance by separate cheque (or included in final bank transfer), which will be held by us. The deposit will be returned or a balance after deduction for breakages/damage will be sent to you within 14 days. (Keys not returned or lost will be charged at £20.00). Should the security deposit be insufficient to meet such costs or liabilities, an additional amount is payable by the person signing the booking form. We reserve the right to pursue you for such amounts.

Electricity, Gas and Water charges:

All charges for gas, electricity and water are included in the holiday price. We do ask for your consideration when using the bedroom fans; please do not leave them on in the day time. The owner reserves the right to re-charge for excessive or unreasonable use of electricity, water or gas.

Linen:

Bed linen, pillows, bath and hand towels are all provided. Pool/swimming towels are not.

Sleeping Capacity:

This will be agreed on booking. The prices quoted are for 6 occupants (or under), this must not be exceeded except by prior agreement. If numbers are exceeded without prior agreement there will be a supplement charged at a rate of £150.00 per person per week.

Care of the House:

The house will be thoroughly cleaned prior to your arrival and we would then ask that you respect the property and amenities provided and at the end of your stay you leave things in good order and in a clean condition. Inside the house is NON SMOKING. There is a Septic (Fosse) tank as with all properties in rural France so only septic tank toilet paper should be put down the toilet and nothing else. Bins are provided for everything else.

Please remove all rubbish and rubbish sacks from the property regularly throughout your stay and on departure. If you fail to do so, we will deduct a charge from your security deposit for any necessary additional cleaning and rubbish removal at the rate of £20 per hour if not arranged in advance + £10 per sack or similar of rubbish disposal. If you give sufficient notice in advance (usually no later than 7 days before your departure from the property) additional final cleaning by the property Manager can usually be arranged at a rate per hour agreed with and payable direct to the Manager.

Please read the folder provided in the house for a trouble free holiday.

Swimming Pool:

For your own safety please DO NOT use china or glass items around the pool area. Plastic cups, glasses, plates etc are provided for your safety in the kitchen. Parents/guardians MUST ensure children under 14 and non swimmers are not in the swimming pool or surrounding area at any time unattended.

Cancellation:

Should you cancel the holiday less than 8 weeks prior to arrival the full 100% invoice cost is payable. The deposit is non-refundable.

If for any reason the property is not available for the Period the owner/agents will endeavor to offer alternative accommodation of a similar type and standard and at the same cost as that originally requested by the Customer. If the alternative

accommodation is not acceptable to the Customer, or no alternative accommodation can be offered, the owner/agent will refund in full all monies paid (including the initial deposit) and be under no other liability.

Complaints:

If you have any complaints concerning the property or your holiday, you must inform the Manager immediately (within 24 hours) allowing the complaint to be corrected at the earliest opportunity and in any event in writing within 28 days of the end of your stay. Regretfully no liability can be accepted if the Manager is not so notified.

Insurance & Travel Documents:

We strongly recommend that you take out full travel/holiday insurance including cover for cancellations, accidents & ill-health.

Local conditions:

Pepau is a rural country property. Tenants must expect the presence of animals, birds, insects and suchlike. In certain weather conditions/seasons these may be heard or seen in the house. There is little that can be done during the letting season to resolve such nuisance/inconvenience and must be accepted by tenants as an inherent part of rural life.

Right of entry:

The Owner or Manager reserves the right to enter the property at reasonable times to carry out both emergency repairs and normal maintenance including gardening, work to swimming pool etc

Behaviour:

The Owner reserves the right to take any appropriate action, including immediate termination of the tenancy (when no refunds will be made and the Owner will have no further liability to you) if any property including the pool and its grounds are abused or misused or if the number of persons staying at the property exceeds the number stated on your booking form. A new law requires pool safety measures but specifically states that parents are primarily responsible for the safety of children and does not negate parental responsibility. Parking caravans or pitching tents is not permitted. Damage to the property or lining of the swimming pool as a result of the fault or abuse (willful, negligent or otherwise) of the tenants will be fully charged including cost of replacing a liner and consequential loss re future lettings. Tenants must not touch or interfere with any pool equipment or materials or similar equipment. Tenants are expected to behave in a circumspect manner at all times & to abide by any house rules.

General:

Please be aware that the owners are not liable or responsible for any accidents or personal injury that may happen to any of the tenants or guests at the property during your stay.

Wifi is available on the property but the owner is not liable for any loss or interruption and cannot guarantee the speed of the internet service. When using the internet downloading any copyrighted material is illegal and will be reported.

Force Majeure:

Except where otherwise expressly stated in these booking conditions, the Owner cannot accept any liability where the performance or prompt performance of the Owner's contractual obligations is prevented or affected by, or you otherwise suffer any damage or loss as a result of, "force majeure". In these Booking Conditions, "force majeure" means any event which they could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire & all similar events outside our control

WE DO HOPE YOU WILL ENJOY YOUR HOLIDAY AT THE HOUSE.