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## BOOKING TERMS & CONDITIONS FOR 2008

### The Booking Process:

By phone or e-mail we will be able to advise you that your chosen accommodation and dates are available. You then e-mail us to confirm that you would like to book these dates. We will hold that booking open for you for a period of 7 days. During that 7 day period you should send or transfer to us the booking deposit of £100 (or full cost if less). We will confirm by e-mail when we have received that deposit and you can then regard your holiday booking as reserved. If we do not receive the booking deposit, or your funds do not clear, after 7 days we will be free to re-let the accommodation.

Approximately 9 weeks before your holiday starts we will e-mail you with details of the balance payable which for self-catering rentals will include a security deposit of £100. This is payable in full by 8 weeks before your arrival date. We will confirm by e-mail when we have received this balance. If the balance is not received, or your funds do not clear by the due date we will have to assume you have decided not to go ahead and will be free to re-let the accommodation reserved for you.

### Self-Catering Security Deposit:

This is payable (see above) 8 weeks before the start of your holiday. It is intended to cover the cost of replacing small broken or damaged items. When you arrive at Les Granges you will find an inventory of items that have been provided for your use. At the end of your holiday any missing, broken or damaged items will be replaced and their cost deducted from the security deposit before it is returned to you. We usually refund the deposit immediately, but in any event will do so within 48 hours together with an explanation of any deduction.

In the hopefully very unlikely event that there are missing/damaged/broken items which will cost more than the total of the security deposit to replace then you undertake to pay us that extra cost within 7 days of us identifying that cost to you.

### Holiday Facilities not as Specified:

We want you to have a wonderful stay here so that you will book again and tell your friends about Les Granges BUT we are aware that there could be circumstances beyond our control which would interfere with that aim. Difficult to think of an example, but say a combine harvester slashed through our electricity supply cable or a plane crashed into the pool (!) yes, very unlikely.

If any event occurs before your holiday that might materially affect your enjoyment of the facilities at Les Granges we will let you know as early as we can, in any event within 7 days and offer you an alternative solution if one exists. In any extreme circumstances we would obviously refund your holiday cost in full if we were substantially unable to provide the holiday facilities which you expect. Our liability is limited to the extent of refunding in full any sums you have paid to us in respect of the holiday.

### Cancellations:

The £100 deposit you pay on booking any holiday at Les Granges is not refundable in the event of a cancellation.

If you have paid the full cost of your holiday (8 weeks before arrival) and you cancel between 56 and 30 days in advance of your arrival date, we will refund 50% of the amount you have paid.

If you have to cancel your holiday with less than 30 days notice before your arrival date, we regret we are unable to make any refund.

You may want to consider having insurance in place to cover cancellation fees.

Insurance: Our property insurance does not cover your personal belongings, your vehicle(s) or their contents and we cannot be held liable for any loss or damage to these items. Standard travel insurance should cover these items for you.

We cannot be held responsible for any loss, damage or injury caused by adverse weather conditions or other 'Act of God' events beyond our control.

Care of the Property: For self-catering bookings: You agree to take good care of the property and to leave it in the same condition as you found it in. Any abnormal soiling will be regarded as damage and the cost of cleaning deducted from the security deposit (see above).

Nuisance: For Self-catering Bookings: You are renting the property as a holiday home, and therefore you expect to enjoy the property and its facilities in a normal holiday way. Les Granges is in a very quiet area and only has one immediate neighbour, but you agree that you will not use the property in any extreme way which might cause abnormal noise or disturbance to neighbours.

Breakdowns and Defects: We will do our very best to swiftly repair or replace anything that breaks down while you are staying at Les Granges from a light bulb to something more substantial. However we can only do this if you let us know of any defect or breakdown as soon as it comes to your notice. We cannot be held in any way liable in the event of any temporary interruption to the supply of public services, or for the temporary non-availability of services or facilities at the property during their repair.

Organic Catering: Please note that Les Granges is not registered with an approved certification organisation, but having been organic food producers for 25 years we take standards very seriously and any organic meals we provide will be to the standards set by UKROFS

Vegetarian & Vegan Catering: Please note that Les Granges is not registered with the Vegetarian Society or other relevant organisation, but we take standards very seriously. But as we know that there are different degrees of vegetarianism in practise and we may ask you (for example) if you drink ordinary, or only organic, wine so that we can adapt what we offer to your requirements.

Use of the Swimming Pool:  
French law requires that all pools in France are fitted with a level of security designed to protect infants from drowning. At Les Granges we have an electronic pool alarm. However, the law also states that the effective supervision of young children in pool areas is also required. If there are any children under the age of 12 coming on holiday with you we will ask you to sign an agreement that states that you undertake to supervise them and do not expect us to do so.

Interpretation: If any dispute should arise it should be resolved under English Law.

Signed:

Holiday Dates:

..... To .....

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Name:

Type of Accommodation:

Address:

Whole House Rental/Apartment/B&B

Date: