



Booking Terms and Conditions

Le Moulin de Chazotte, 2020

PRICES

All prices are shown in Euros only, because of fluctuation in currency exchange rates.

BOOKING

To reserve the property the client must complete the booking form and return it with the non-refundable deposit (25% of the total rent due). Following receipt, the owners will send written confirmation of the booking.

PAYMENT

Payment for gîte bookings can be by online bank transfer, cheque or cash (where applicable) – see below for payment terms.

DEPOSIT PAYMENTS

- **25%** deposit - to be sent with the completed booking form in order to confirm the booking. This is non-refundable.
- Balance **75%** - to be paid **8 weeks** before the start of the holiday.

If final payment is not received by the due date, the owners reserve the right to give written notice that the reservation is cancelled. Reservations made within 8 weeks of the start of the rental require full payment at the time of the booking.

Taxe de séjour/tourist tax is levied on all paying guests by the department of Poitou Charente at the rate of €0.80 (rates change annually, this is the confirmed rate for 2020) per night per adult (over 18) and is payable with the final balance or in cash on arrival.

DAMAGE & CLEANING DEPOSIT

A damage and cleaning deposit of EUR 200.00 per gîte is to be paid at the same time as the final balance payment by cheque or bank transfer, or in Euros cash on arrival.

On your departure the gîte must be left clean and tidy. If any extra cleaning is subsequently found to be necessary, the cost will be deducted from the damage and cleaning deposit. Replacement or repair of broken or missing items at cost price will also be deducted. If you are not able or do not wish to clean, a maid service is available but must be booked in advance (details on request).

Your deposit, or the remaining balance with an explanation of any deductions made, if applicable, will be returned to you within 2 weeks of departure.

CANCELLATION POLICY

Our cancellation terms are as follows:

- The initial 25% deposit is non-refundable.
- If cancelled more than 8 weeks before arrival the final balance payment is no longer payable.
- If cancelled after 8 weeks and final balance payment, the booking is non-refundable unless we are able to re-sell the booking. If we do manage to re-sell then you will receive a refund of the amount booking sold for minus any additional marketing fees (e.g. last minute booking advertisement costs).

To safeguard the interests of both parties, notification of cancellation must be submitted in writing and receipt confirmed by both parties.

In the unlikely event that the owners have to cancel the holiday, the client will receive a full refund of any monies paid. Compensation will not be paid if the cancellation arises from a force majeure, e.g. - war, threat of war, riot, civil strife, pandemic, travel disruption, industrial dispute, terrorist activity, natural disaster, fire, flood, adverse weather conditions. The owners shall not be liable to the client for any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment, appliance in the property, garden or swimming pool. The owners shall not be liable if an advertised facility is modified or not available, for example, due to necessary maintenance, unsuitable weather conditions or local circumstances.

RENTAL PERIOD

Gîtes are rented on a weekly basis only (some flexibility in non-peak season). Bookings are according to the following times and we ask guests to please respect these and not arrive earlier or depart later than these stated times:

- Arrival from **4:00 PM** on Saturday.
- Departure by **10:00 AM** the subsequent Saturday unless by prior arrangement with the owners.

LINEN AND TOWELS

Bed linen and house-towels are included as part of the facilities. For bookings of more than one week, a weekly linen change is also included mid-stay.

DURING YOUR STAY

The client agrees to be a considerate tenant and to take good care of the property and its contents and to leave it in a clean and tidy condition at the end of the rental. The owner reserves the right to deduct cleaning charges from the security deposit if the property is left in an unacceptable condition.

The client must report to the owners any defects in the property or breakdown of appliances to enable repairs to be effected at the earliest opportunity.

Parents of children using the swimming pool or activities at the mill must accept complete responsibility for the supervision and safety of those children.

HEATING

During the summer, this is not really an issue but for the winter season, all gîtes are fully heated. For winter rentals, electricity will be metered and charged as per the official rates. A meter reading will be taken with you upon arrival and again prior to your departure and a full breakdown invoice provided.

SMOKING POLICY

Smoking is **strictly not permitted** inside the gîtes or any of the buildings on site.

INSURANCE

We advise you to make your own arrangements regarding holiday and travel insurance.

GENERAL LIABILITY

Due to the nature of our business, we accept no responsibility for any loss, injury, death or damage which may occur while staying on site at Le Moulin de Chazotte.

If you have any questions or wish to discuss any of these terms and conditions, please contact us:

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