

# Booking Conditions & Terms of Letting

## 1. Contract

The contract for a short-term holiday rental shall be made between the Client and M & Mme Ward. The contract shall be entered into when the deposit is processed, and M & Mme Ward issues the confirmation letter. The contract will be subject to all the following booking conditions.

## 2. Payment

A deposit of 30% of the rental fee is payable if the booking is made more than six weeks before the commencement of the rental. Non-payment of the balance of the rental on or before the due date shall be construed as a cancellation of the contract by the client. For bookings made less than six weeks before the commencement of the rental the total rental fee is payable on booking.

## 3 Cancellation

Any cancellation made by the Client shall be in writing

## 4. Deposits, Cancellations.

A deposit of 30% of the booking fee is payable at the time of the booking, the balance being due eight weeks before the arrival date. Should we not receive the balance by the due date, then we will attempt to contact the guest using the contact details provided. But it nonetheless remains the guest's responsibility to ensure the balance is paid on time. If we have still not received the balance one week after the due date, then the booking will be deemed to have been cancelled, the deposit will be forfeit and we will be free to rebook the property.

When the booking is cancelled, the percentage of the booking fee charged as a cancellation fee (i.e. not refunded) will depend upon the amount of time still to elapse before the arrival date as per the following table:

Number of days before start date of your arrangements that notification of cancellation is received by us.	Cancellation charge
More than 90 days	Full deposit less a handling fee of 30 euros
30-90 days	We will attempt to re-let the property. If this is not possible, we will be unable to refund your deposit.
Less than 30 days	We will be unable to refund any rental fee.

## 5. Period of Hire

Rentals commence, unless otherwise notified, at 5 p.m. on the day of arrival and terminate at 10.30 a.m. on the day of departure.

## 6. Care of the Property

The Client shall take all reasonable and proper care of the property and all its furniture, equipment, pictures, fittings and effects in or on the property and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as at the beginning. If on arrival you discover that anything is missing, damaged or not cleaned properly, you must report it to the owners immediately, otherwise it will be presumed that the damage/loss was caused by the guest and a charge will be made.

## 7. Breakages and Damage

A deposit of 300 euros is required at the start of the stay. This is against the reasonable cleaning, repair and/or replacement of the equipment, furnishings, fixtures, fittings and includes bed/bath linen that has been stained by unnatural markings that makes it impossible to be re-used for other guests. Items damaged should be replaced or reimbursed to M & Mme Ward. We will return the security deposit to you within 7 days from the date of your departure.

## **8. Right of Entry**

M & Mme Ward shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

## **9 Children**

Children under the age of 10 are not accepted at the property for safety reasons. Guests must always accept responsibility for the safety of their children in the property.

## **10. Pets.**

By prior arrangement only. Whilst we accept well behaved small dogs, owners must not on any occasion leave their dogs in the property alone please. Owners are expected to clear up any mess that occurs. Dogs are not allowed on the furniture or on the beds.

## **11. Maximum occupancy**

You cannot allow more people to stay in the property than expressly authorised, or can you significantly change the makeup of the party during your stay. The property has a maximum occupancy of 4 people. Overnight occupation must not exceed the total number of persons as stated in the maximum occupancy.

## **12. Safety**

The property is not suitable for any guest that has reduced mobility. The property is strictly non-smoking.

## **13. Arrival and Departure.**

The guest and their party can access the property after 17h and before 19H. The day of departure, the property must be vacated before 10h30 please. If this is a problem, please make other arrangements if possible, with the owners.

We do like to meet our guests on the day of arrival, but in the event of your arrival being later than 19h, there is a key lock box for you to access the property.

There will be someone waiting for you at the property. If in the event you are delayed, please text or call us.

## **14. Use of property.**

The agreement is personal to the guest. The guest must not use the accommodation except for the purpose of a holiday by the guest and their party during the holiday period and not for any other purpose or longer period.

## **15. Complaints.**

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If, however you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily resolved. It is difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the property) cannot be investigated unless registered whilst you are in residence.

## **16. Services**

The price includes all charges for water and electricity. Firewood for the log burner (out of season only) will be charged for.

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