

James Mayhew

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La Grande Yberterie, 50560, Gouville-sur-mer

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## Terms and Conditions

In the sending of your deposit and balance the Owner, James Mayhew understands that the Guest booking the property has read and accepted the Terms & Conditions. The Guest is advised to make his party aware of the T & C\_'s.

### 1) BOOKING AND PAYMENT TERMS

For bookings made 1 month or more in advance, the booking will be secured when a deposit of 30% of the holiday rate has been received by the owner. The balance is payable 1 month before the arrival date. For late bookings full payment is requested. Payment is made by bank transfer to either a UK or French bank account.

### 2) CANCELLATION

Holiday Cancellation Insurance is not included in the rental. Should the Guest have to cancel the booking a refund will be made if it is possible to re-let the property for the whole period concerned. If successful the deposit and balance, if paid, will be refunded. If only a part of the period is successfully re-let, or a discount is deemed necessary to secure a late booking, then the amount returned to the guest will be proportionally less.

Should the Owner have to cancel your booking for any reason, every effort will be made to find alternative suitable accommodation. If this is not possible a refund will be made of all monies paid by the Guest to the owner for the property booked. No further financial claims against the Owner will be considered.

Should the Guest have to change the confirmed holiday dates every effort will be made to accommodate new dates. If this involves postponing the holiday, then the cost of the holiday may go up.

### 3) INSURANCE

Both properties are fully insured for holiday lets, however all Guests should ensure that they have valid third party/personal liability insurance.

It is strongly recommended that a comprehensive travel insurance policy should include third party liability, rental cancellation, flight/ferry delays, loss and damage to baggage/property and medical expenses.

Please see [Why you need insurance when you rent in France](#) at end of document.

### 4) ACCOMMODATION

The rental rate is based on a maximum of 10 people.

Pets are accepted by previous arrangement only. I regret that in high season pets are less welcome, as the extra cleaning involved a lot of pressure on the changeover team. The owner reserves the right to charge a cleaning supplement where pets are involved

If the Guest wishes to hold any function or celebration exceeding the occupancy limit of 10 people, written permission must be obtained from the Owner and a supplement will be made.

Camper vans for additional guests are not accepted.

The Owner reserves the right to enter the property during the Guests' stay.

A non-smoking policy is adopted inside the gites.

## 5) DAMAGES AND SECURITY DEPOSIT

A £500 security deposit is requested together with the holiday balance. It is held to cover damages, breakages, non respect of T & C or for any additional cleaning ( i.e carpets, mattresses, duvets, curtains, pets...). The odd broken plate or glass will not be charged for. If the security charge is not sufficient to cover the cost of additional breakages or damage caused, the Guest will be responsible for full payment of costs incurred on request.

If on arrival you discover that anything is damaged or malfunctioning then please report this to James immediately; otherwise it may be presumed that the damage was caused by the Guest.

If during your stay you have any accidents (major breakages, spillages), appliances start to malfunction, or there is anything spoiling your stay, please inform the owner immediately so that action can be carried out swiftly. It is not always possible to do repairs on changeover day.

The security deposit is refunded after routine check-out inspection of the house which is done during the day's cleaning and preparations AFTER departure. Please allow up to 14 days for the deposit to be returned. The deposit is returned by bank transfer. If it is not returned to euro or UK account, then the guest will incur bank charges. The taxes de séjour will be deducted from the security deposit before it is returned to you, unless the tax has previously been paid in cash.

## 6) ARRIVAL AND DEPARTURE TIMES

The property is let from 17.00 on arrival day to 10.00 am latest on departure day. These are firm times as changeover day is very busy.

A charge of €30 is made for arrivals after 21.30.

## 7) THE POOL

Both pools are protected by motorised hard covers. though

However, it is strongly advised that children in and around the pool areas be supervised at all times.

Both pools are heated by air pumps during the day and are normally maintained at a temperature between around 27°C weather permitting. The temperature will very likely be below this in May.

## 8) CENTRAL HEATING

Central heating is not included in the rates.

## 9) CLEANING

The house is cleaned thoroughly before arrival and the beds are made up.

On departure Guests are asked to please leave the house in a reasonably clean and tidy state. Some light tasks are required such as: sheets off beds, empty dishwasher, clean kitchen work surfaces & tables and floor, fresh and frozen produce may be left in the fridge to avoid waste. The cleaners are always happy to take what is unfinished.

Please make sure to thoroughly clean the BBQ if used.

All glass bottles to go to village recycling area.

10) Sorry NO ANIMALS are permitted in the house or on the grounds, except by prior agreement

## WHY YOU NEED INSURANCE WHEN YOU RENT IN FRANCE

Please be aware that the following applies generally to all holiday lets in France; We like to be sure that our clients are fully informed so that they can holiday in peace.

If anything happens to you, or you cause damage at the house you have rented, you are not covered by the home-owner's holiday lettings insurance. The Owner's insurance covers eventualities such as damage caused by river flooding or faulty wiring, but where accidental damage may be caused by you as a renter, (this can range from breaking a coffee table to accidentally burning the house down), the Owner's insurance company may decide to seek compensation from you.

It is a normal condition of renting in France that you have third party/personal liability insurance to cover these sorts of eventualities; If you are a French resident your home insurance will usually include this. THIS MIGHT NOT BE THE CASE WITH YOUR HOUSEHOLD POLICY so please check. If you are not covered, we highly recommend that you take out a policy to cover third party liability and renting a house in France, or mention it when you purchase your travel insurance.

If in doubt, please ask.