



Booking Conditions

When booking a property with me you are in fact signing a contract which binds two parties in various ways, We recommend that you take time to read these booking conditions carefully, since they contain important information.

As an agent

I act for the individual property owners and contract with the tenants in this capacity in the owner's name and on his or her behalf. In all legal respects the client is liable to the owner and vice versa. The contract does not come into existence until written confirmation of the booking has been dispatched following receipt of the tenant's firm booking and initial payment. The confirmation forms part of the contract. The contract is governed by and construed in accordance with English law and is subject to the jurisdiction of the courts in England and Wales.

As an agent I always endeavour to ensure that your stay is satisfactory. However, whilst taking every care to ensure that arrangements proceed properly I do not own, manage or control the properties entrusted to me for letting, aside from "Le Bourdil Blanc" and therefore do not accept responsibility for the property or for the acts/defaults of the owner, caretaker or other person not employed by me. The descriptions and information in the web pages have been made in good faith and are correct at the time of going to press. Changes in facilities may occur since my last inspection or just prior to or during your stay or certain items listed such as certain machines may have been withdrawn or be out of service. In all these cases I will of course inform you of any changes of which I have been notified ahead of time and will have such an item either repaired or replaced as soon as possible. I cannot accept responsibility for events outside my or any of the owners personal control nor for breakdown of public utilities, domestic appliances, swimming pools, plumbing, pest invasion or other such happenings. In the event of a break down , the owners do undertake to take all possible measures to reestablish full enjoyment of the services in question.

As a tenant

The tenant and his or her family/group must behave properly and not cause a nuisance or annoyance to the proprietor or his neighbour(s). Details of pets are required at the time of booking. Owners may choose to refuse entry.

Your responsibility is to take good care of the property and to maintain the property, furniture, furnishings, fittings and equipment in the same position and the same state as you found it, to leave it in a clean and tidy condition at the end of the tenancy and to report any breakdown in equipment during your stay to the owner/caretaker. If you need any extra cleaning over and above what is included in your contract please let us know as soon as possible. Any serious abuse of the property or its contents will tender you liable to eviction and I reserve the right to treat your stay as cancelled (in which case full cancellation charges will apply) and you will have no right to any compensation. Breakages/damage should if possible be replaced. If this is not possible then we will ask you to recompense us for any damage caused first by using the security deposit. If the cost of the repair or replacement exceeds the amount of the security deposit paid to the tenant you will be liable for the difference between the security costs and the total cost of the repair. In fact you will be liable to compensate the owner for any breakages, losses or damage whatsoever or howsoever incurred during the period of hiring. **You are strongly advised to take out appropriate insurance to cover you not only for medical and personal injury expenses but also in the event of delays in your travel arrangements and against any cancellation charges payable if you have to cancel or curtail your trip. Finally and most importantly you are expected to have third party cover insurance and insurance to cover for any breakages/ losses and damage during your stay.** We can provide this insurance cover for you at an extra charge, if you inform us ahead of time.

Should extra cleaning be found necessary on your departure then a charge will be made and deducted from your security deposit. If the concierge is also asked to come out on several occasions to the house either on arrival or during your stay you may be asked to pay for this. You should permit the owners and their agents reasonable access to the property to carry out urgent repair maintenance and inspection.

Complaints

In the unlikely event of your having a complaint during your stay the following procedure must be strictly adhered to. Your complaint should be reported to the owner/caretaker immediately so that it may be swiftly rectified. If you do not receive satisfaction, difficulties should be reported without delay to me in London on 44 (0) 7768 747610. It should be understood that my providing such assistance as an agent does not imply acceptance of liability but is given in rare instances of need with great readiness and goodwill but it does rely on the fact that I receive prompt notice of such difficulties. If I am not contacted within 24 hours of a problem occurring or if you independently decide to leave or move to other accommodation without discussing it with me, all rights to compensation or repayment will be lost. A complaint must be accompanied by a written confirmation within seven days of returning from your stay. No liability whatsoever shall attach to the owner of the property in the absence of such written notice.

Cancellation

If you wish to cancel your booking once a full deposit or full balance has been paid I will require an immediate phone call followed by a letter from you signed by the person who signed the booking form. Should cancellation occur more than three months before the commencement date, then the deposit is not reimbursable, within three months cancellation charges are 100% of the holiday. These cancellation charges will also apply if you wish to change your rental dates or the property you have booked. However, in the event of cancellation we will if practicable re-advertise and, if successful, will refund any payments made after deduction of any costs and/or reduced revenue occurring. We recommend that you take out personal and cancellation insurance in addition to travel insurance to cover this eventuality.

We regret that we cannot accept liability for any loss, damage or inconvenience resulting to the client or pay compensation where the performance or prompt performance of our contractual obligations is prevented or affected by "force majeure". In these Booking conditions "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, prevent, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

In the unlikely event that a property may become unavailable or be withdrawn, usually for reasons beyond the owner's and my control, I reserve the right to cancel advising the tenant immediately and making every endeavour to offer him alternative accommodation. If such alternative accommodation is not available or not acceptable to the tenant all payments received by him will be refunded but without any compensation.

Prices

We reserve the right to revise prices previously quoted for holiday arrangements at any time before a booking is confirmed. If prices have changed prior to your booking you will be given the correct current prices at the time of booking.

Our prices are stated in Euros. If you choose to pay in £ sterling or US dollars we will inform you both when you pay your deposit and the balance what this amount will be, since it depends on the exchange rate. Prices are net of bank charges, i.e. tenants are expected to pay all bank charges. Payment by credit card through our secure Internet server incurs additional charges of 2% of the rental.

Once your booking is confirmed and a confirmation invoice is issued we will not make any price increases for the arrangements booked except in very limited circumstances i.e. if such increase is necessary to cover increases in costs or as a result of deterioration in the applicable sterling Euro exchange rate. Even then, no price increase will be made if it would produce an increase of less than 2% of the cost quoted to you for the arrangements in your confirmation invoice. Only if the increase is more than 2% will we notify you in writing of this surcharge. If the surcharge is more than 10% or more you will be entitled to cancel and receive a full refund of all monies paid. To make such a cancellation you must notify us in writing within 14 days of receipt of the surcharge notice. Any surcharge must be paid with the balance of the cost of the holiday or within 14 days of receipt of the surcharge invoice, whichever is the later. You will not be entitled to cancellation compensation. Price increases will not be made any later than 30 days prior to the holiday start date. Due to the above promises no refunds can be made in the event of favourable exchange rate variations or decreases in costs.

The amenities

The use of the accommodation and amenities such as the swimming pool, lake or tennis court is entirely at the user's risk and no responsibility can be accepted for injury and loss or damage to users or their baggage or personal belongings, including car and contents.

All our swimming pools are in accordance with recent legislation regarding security, either by providing an alarm, an electric cover or a security fence. The swimming pool is for the sole use of the owners and clients. Care should be taken with pool liners as these are delicate, can be easily punctured with sharp objects and are very expensive to replace. The parking of caravans or pitching of tents is strictly forbidden.

Bed linen, table linen and indoor towels are provided (but please bring your own towels for outdoor use). Prices include all normal consumption of water, gas, electricity and firewood. If additional heating is required in the winter months an extra charge may be requested.

Domestic help and cooks can be arranged, which is payable locally. Please ask for further details.

A telephone is usually available. Charges can take up to two months to come through to us so the return of the security deposit may be delayed.

By accepting this contract, the tenant undertakes that all persons staying in the properties are covered by travel insurance, including cover for accidents, civil liability, repatriation and damage.

Party size

In no circumstances may more than the maximum number of persons listed on the property particulars be exceeded. We reserve the right to refuse admittance to additional persons. If more than the maximum number are found using the house or pool then I or the owner reserve the right to force the tenant to forfeit the security deposit and be liable to eviction without compensation or to charge a supplement

The rental period

Unless otherwise specified or agreed the rental period starts at 5pm on the day of arrival and ends at 10 am on the day of departure. Tenants are expected to arrive between 5pm and 7pm and to inform the owner/caretaker of any unforeseen or last minute alterations in arrival time, so that appropriate arrangements can be made to meet you. Household staff require access to the property from 9am on the date of departure.

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