

## Terms and Conditions

### Confirmation of Booking Reservations

All requests for property reservations at La Haute Manceliere can only be accepted when completed on the official reservation form accompanied by the correct initial payment.

### Advertising and Documentation Supplied /Provision of Activities

Every attempt has been made to ensure that all the advertisements and documentation provided by ourselves accurately describe the size, description and impression these properties give. They are for guidance only due to reproduction and other factors

beyond our control plans and pictures may not be to scale. At times the pool has to close for cleaning and maintenance but this is done at the least inconvenient times where possible.

### Your Responsibilities

Whilst we hope and trust you will respect and enjoy the beauty of the grounds and feel free to walk and explore the property, please respect the privacy of other residents staying within the complex (as we insist upon the same for yourself) and, of the neighbour's property and land. It is the case that we reserve the right to eject any family, group or person who is/are obnoxious, abusive to or endanger the safety of other guests, staff or neighbours of La Haute Manceliere. Please note that it is forbidden to smoke inside the cottages.

### Rental of more than one cottage

In the event of the rental of 2 or more houses by the same party: A security deposit of £200 is required. Each house is equipped with its own full inventory and if any of this inventory is moved to other houses, it is essential that it is returned to where it was originally by the end of the rental period. If this is not done, we reserve the right to deduct an amount from the security deposit to cover the cost in time of replacing displaced items.

### Payments

25% of the total rental as deposit with the order form, 75% balance payment not less than 45 days before date of arrival. We will send you an invoice for the balance and receipt for the deposit payment. Please note that the deposit is non refundable, therefore we recommend that you have holiday insurance to cover yourself in the case of cancellation.

### Insurance

You are strongly advised to take out your own personal holiday insurance for the rental period. The person named on the booking form is liable for any damage caused to the property during the rental period and appropriate insurance is therefore recommended.

### Arrival and Departure

Change over day is Saturday. Departure is 10am on the day of departure. Arrival is 4pm on the day of arrival. Arrivals after 7pm please call and advise us.

On departure please leave the property in the same state of tidiness and cleanliness that it was on arrival.

## Occupation

Occupation of the property is restricted to the number of persons upon the reservation form and we reserve the right to turn away any oversize group, or people who stay whose names are not stated on the original booking form. If you do wish additional people to stay, there will be a supplement to be paid. Entry to the property is restricted to residents only unless authorization is given by the owner.

## Owner Liability

Any defects in the property or breakdown in the equipment, plant, machinery or appliances in the Property, garden or swimming pool and arrangements for repair and/or replacement will be made as soon as possible by the owner.

The Owner shall not be liable:

For any temporary defect or stoppage in the supply of public services to the Property, nor in respect of any equipment, plant, machinery or appliance in the property, garden or swimming pool.

For any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond control of the Owner.

For any loss, damage or inconvenience caused to or suffered by the Client if the property shall be destroyed or substantially damaged before the start of the rental period and in any such event the Owner shall, within seven days of notification to the Client, refund to the Client all sums previously paid in respect of the rental period.

Under no circumstances shall the Owner's liability to the Client exceed the amount paid to the Owner for the rental period.

## Cancellations and Your Finances

In the unlikely event that having once reserved your accommodation you find yourself in the position of having to cancel, all payments made up and to the date of cancellation are forfeit, however we will use our best endeavours to re-let the accommodation for the period you reserved (rarely a problem) the proceeds of which we will pay to you less our reasonable administration charges.

## Complaints

In the unlikely event you have any reason to complain or experience any problem with your property you must immediately inform the owners who can usually resolve any problem. If the complaint or problem is not speedily resolved to your satisfaction please notify the owner in writing to ensure a speedy solution during your stay. We regret we cannot accept any liability if you fail to notify the complaint or claim entirely in accordance with this clause.

## Properties Buildings and the Grounds

The pool is a joy for everyone however parents should exercise caution with young children and non-swimmers.

Properties have been carefully modernised to ensure their character and charm has not been lost, they in some cases contain low doors, twisting oak beams, terracotta tiled floors and steeper than normal stairs, as one would expect in a genuine Brittany stone property, they are not purpose built holiday homes and as such you accept some allowances have to be made for the local French countryside way of life.

### Water, Electricity and Gas and Wood

These are all very expensive in France. Whilst normally no charge is levied, during mid and high season we reserve the right to charge in cases of excessive consumption. Electric heating and wood are included in winter rentals (October – April), use of heating or wood in May – September will be charged for.

### W.C. Sewerage

Each property uses a septic tank system for sewerage. For your comfort please ensure only human waste and soft paper tissue pass from your property during your stay, you are responsible for the cost of the removal of anything else. Blocked systems are highly inconvenient for everyone; repairs are expensive and the culprit normally identified. Also the WCs and the sink drains should only have cleaning fluids that are safe for septic tanks used on them. These are available in the supermarkets and are clearly marked.

Please also ensure that taps are not left running and levers on W.C. flush systems are returned to the closed position after use! A tap left running for only a few hours can overload a septic system and lead to expensive rectification.

### Special Requests and Medical Problems

If you have any special requests you must advise us at the time of booking and clearly note on your booking form. We will endeavour to meet reasonable requests, we regret we cannot guarantee all requests will be met but you will be advised of this before acceptance of booking. Neither can we accept any conditional bookings.

If you or any member of your party has any medical problem or disability that may affect your holiday, please provide full details in writing at the time of booking. If we feel unable to properly accommodate the particular needs of a person or person's concerned we cannot accept the reservation. Any special requests not notified we may be able to accommodate but cannot guarantee this.