

## **Pre-Booking Terms and Conditions**

### **General**

The Property referred to is Belle Etoile, Isle, Ronsenac, Charente, 16320, France.

The Property owner is SCI Belle Etoile, also referred to as "we" and "us".

The Guest is the person who makes the booking, signs the Rental Agreement, and makes the payment. This person is responsible for ensuring all members of their party accept and adhere to these terms and conditions. The Guest is also referred to as "you".

### **Bookings/Payment policy**

A 50% non-refundable booking deposit is payable once the provisional booking has been made. The booking is taken on a provisional basis until the deposit has been paid, in full, with cleared funds, and a signed and countersigned Rental Agreement has been received by us. The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled by either party at any time without prior notice.

The balance of the rental charge, along with the breakage deposit, is payable not less than one month prior to the guest's arrival at the Property. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the booking by the Guest. Please be sure to note the due dates of these payments as reminders may not be routinely issued.

Bookings made less than one month prior to the arrival date must be paid in full at the time of booking.

### **Cancellation by the Guest**

Cancellation of the booking by the Guest should be made by email to [enquiries@belleetoile.co.uk](mailto:enquiries@belleetoile.co.uk)

In the event of a cancellation, we will attempt to re-let the Property for the dates of the booking and, if successful, a discretionary payment may be made. If we are unable to re-let the Property, the following cancellation policy comes into force:

Time until start of stay	1 month or less
Chargeable amount	100.00 % of booking fee

For any cancellation outside this time frame, the 50% deposit will be retained.

We strongly recommend you take out appropriate travel insurance, ensuring it includes adequate cancellation cover.

### **Cancellation by the Property Owner**

The Property owner will endeavour to make sure the Property is available for the dates contracted. In the unlikely event the Property becomes unavailable and the Property owner has to cancel the booking, the Guest shall be entitled to a full refund. The Property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

The exception to this policy would be if we were unable to make the property available because the French government was to order a country-wide lockdown and impose associated travel restrictions. In that circumstance we would adhere to the directives of the French government.

### **Miscellaneous**

Whilst every care is taken to provide a true and accurate description of the Property, over time alterations (and, we hope, improvements) are made and some things may change. The Guest accepts that no refunds are available for such discrepancies.

The Property owner reserves the right to enter the Property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The Property owner is entitled to ask the Guest to leave the Property without any refund if, in the Property owner's opinion, the behaviour of the Guest and/or his/her party is unacceptable.

The Property owner reserves the right to refuse entry to anyone, who in the Property owner's opinion is not suitable to or capable of taking charge of the Property.

The Property owner reserves the right to instruct the Guest and their party to leave the Property, without refund, should the behaviour of the Guest and/or their party be considered by the Property owner to be unreasonable.

#### **Number of Guests**

The maximum number of people entitled to stay at this Property is 18, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the Property, this will be considered a breach of contract and the Guest and his/her party will be asked to leave immediately without any refund. Sub-letting or assignation of the let is prohibited.

#### **Arrival and Departure Time**

Every effort will be made to have the Property available by 16:30 on the day of arrival. The Property must be vacated by 10:00 on the day of departure. Late departure may result in an additional charge being deducted from the security deposit.

Information about keys and how to collect them will be provided once full payment has been received.

#### **Liability**

The Property owner takes no responsibility for the personal possessions of the Guest or the Guest's party. Vehicles and possessions are left entirely at the risk of the Guest.

Children must be supervised and remain the responsibility of the Guest at all times.

#### **Cleaning**

We expect the Guest and party to treat the Property as they would their own home and on departure the Property should be left in a clean and tidy condition. The Property owner retains the right to make an additional charge for cleaning should the Property not be left in a similar condition to the way it was found on arrival.

#### **Breakages**

The Guest should make every effort to keep the Property, fixtures and fittings and all contents in the same state of repair and condition as they are found on arrival. Any accidental damage or breakages should be reported to the Property owner (or their representative) at the earliest opportunity prior to departure. The Property owner retains the right to retain some or all of the breakage deposit to cover the cost of repair or replacement. Although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the Property owner) will not be charged for.

#### **Complaints**

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the Guest to make any such problem known to the Property owner (or their representative) immediately it becomes apparent, thereby giving the Property owner the opportunity to rectify the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The Property owner will make all reasonable endeavours to rectify any identified problems as soon as is reasonably possible.

#### **Insurance**

Personal travel insurance cover is not included within the booking fee.

We strongly recommend our guests ensure that their party is adequately covered by a travel insurance policy for the duration of their stay with us at Belle Etoile.