

MAISON D'AMIS DES HIRONDELLES

BOOKING TERMS & CONDITIONS FOR 2025

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

1. BOOKINGS & CANCELLATIONS

- 1.1** A contract between you and the owner will come into existence when payment is received, and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking.
- 1.2** Bookings made direct or via AirBnB, VrBo or any other booking company are subject to a deposit of 25% at the time of booking and the balance is due six weeks prior to arrival.
- 1.3** A security deposit of £250 is required at the time of the final payment for your stay; this will be refunded within three days of your departure. Under no circumstances, can the prescribed number of persons (6) per booking be exceeded. This is a maximum of 6 adults and 2 children or 4 adults and 4 children.
- 1.4** All cancellations must be notified in writing. Our cancellation policy is:
- 100% refund within 48 hours after booking
 - 75% refund up to 2 months in advance booking
 - 50% refund if you cancel at least 8 weeks before check-in
 - 25% refund if you cancel at least 4 weeks before check-in
 - No refund available if you cancel thereafter
- Booking fees are excluded from refund amount.
- 1.5** We recommend you take out **comprehensive travel insurance** to cover any unexpected cancellations or last minute changes due to medical or travel disruptions. If you choose not to, then you accept full responsibility for any loss that you may incur due to your cancellation.
- 1.6** We will not cancel your booking except in extraordinary circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- 1.7** No parties or events without prior permission from the owners – the maximum number of persons using the accommodation at any time must not exceed **(6 adults / 2 children or 4 adults / 4 children)** and only those listed on the booking form can occupy the property.
- 1.8** Bookings cannot be accepted from persons under 21 years of age.
- 1.9** Check In is not before **16.00 hrs** and Check Out is **10.00 hrs**. Should you wish to arrive or depart earlier, please contact us to see if we might be able to accommodate your request.

2. DAMAGES

- 2.1** Damage deposit. In making a booking you accept responsibility for any theft, breakage or damage caused by you, pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of **£250** is required and will be returned within 3 days of the end of your holiday, less the cost of damage/breakages.
- 2.2** If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage.
- 2.3** **Please do not move any furniture from one room to another.**
- 2.4** Please lock the doors and close the windows when you leave the property unoccupied.
- 2.5** Please make sure you switch off lights, heating, fans or any electrical appliances when you go out.
- 2.6** Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.

3. PRICES

- 3.1** Prices are per week (or a minimum of 5 nights) and are inclusive of electricity, water, bed linen and towels.
- 3.2** WiFi is also provided however, excess usage (over the monthly allowance) will incur charges.
- 3.3** A holiday tax per person is charged by the local tourism office (Taxe de Sejour) and this is approximately €1.10 per person, per night. This is payable on arrival in cash please.
- 3.4** No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.

4. SANITARY

- 4.1** The Maison d'Amis has a septic fosse and absolutely **ONLY** toilet paper should be flushed down the toilet.
- 4.2** **Under no exception should the following be flushed – please use the bags and bins provided to dispose of these items: No chemicals, waste, tampons, female hygiene products, baby wipes, facial wipes, cotton wool or cleaning wipes. If these are flushed, it will cause blockages.**
- 4.3** There will be an initial supply of toilet paper but guests are expected to buy any additional required.

5. SWIMMING POOL

- 5.1 The swimming pool is open between May and mid October and is for your private use whilst on site. The owners reserve the right to use the pool if guests are out.
- 5.2 **No diving is permitted.** The pool is only 1.5 meter deep throughout.
- 5.3 **No glassware or bottles to be allowed in or around the pool.** We have provided plastic glasses for your use.
- 5.4 No food around the pool area as this will encourage insects.
- 5.5 **Children to be supervised at all times.**
- 5.5 Please do not leave any lilos etc in the pool in the evening.
- 5.6 Use of the swimming pool is not permitted after 10.00pm.

6. GENERAL

- 6.1 **Smoking/Vaping** is NOT permitted inside the house. Should you wish to smoke, please only smoke outside and use the ashtrays provided.
- 6.2 **Waste.** At the end of your stay, please recycle all your bottles and recyclable waste using the bins located at the end of Les Termes (yellow for general and green for bottles). For all other general waste, you need to download the app and follow the instructions accordingly in order to open the bins, as they are locked, and there is a charge to open this. Please refer to the manual for further instructions.
- 6.3 **BBQ.** There is a Weber charcoal BBQ available for your use. **We ask that you leave the BBQ clean prior to your departure.**
- 6.4 **Departure.** We ensure that the property is in a clean and tidy state for your arrival. Upon departure, please ensure you leave the property clean and tidy. An additional cleaning fee of €50 will be levied should the property be left in an unreasonable state.
- 6.5 **Complaints.** Should a complaint arise, either pre or post arrival, please let us know as soon as possible so that we can deal with this without delay. We also reserve the right to enter the property to carry out any repairs deemed necessary. Any complaint after to departure, must be made in writing within 14 days of departure.

7. HEALTH & SAFETY

- 7.1 For your own personal safety and that of other guests, we have provided smoke detectors and a fire extinguisher. Please do not tamper with them and/or remove the battery, deactivate them. This could invalidate our insurance in the event of a fire.
- 7.2 Information of local doctors and hospitals are available in the guest manual, available upon request prior to arrival in soft copy. A hard copy is kept in the property at all times.

8. PARKING.

8.1 Parking is available for 2 cars on site.

8.2 We do not have an outside socket for charging electric cars.

9. PETS. As a general rule, pets are not permitted unless special permission is granted. **If you do bring your pet, then it must be supervised at all times, remain under control and not be left alone in the house or garden.** In addition, pets are **not allowed on furniture.** We do not let Emmie on our sofas or bed so we expect the same of our guests. All dog waste must be collected and disposed off. **We will not accept any aggressive pets.**

10. GARDEN & MAINTENANCE.

10.1 We will need access to the garden and pool to carry out pool maintenance, watering of plants and grass cutting. We will try to be as discreet as possible but these are essential jobs to keep the outside looking clean and tidy