

Terms & Conditions

1 Inventory

We ask that you treat your gite as a home. You are fully responsible for damage and/or losses to the property and belongings during your stay. If there are any breakages/malfunctions please inform us within 24 hours of arrival so that these can be noted/rectified. In the event of a breakdown or malfunction of equipment, machinery, etc. during your stay, please report these immediately to us so that we can take appropriate remedial action.

2 Payment

We ask you to pay a non-refundable deposit of 25% of the total rental before your booking can be confirmed. The balance of the rental amount is due 8 weeks prior to the beginning of the rental period. If we do not receive payment by this date, we reserve the right to treat the booking as cancelled, and you may be liable to pay the cancellation charges up to 100% of the final balance payable. You can make payments in cheque sterling, euros or by direct transfer. Bookings made 8 weeks or less before the date of arrival must be paid in full at the time of booking.

3 Security Deposit

A refundable security deposit of 25% of one week's rental must be added to your final payment. This deposit is security for any damage to the property and contents, and for any possible excessive cleaning charges incurred during your stay. The deposit/balance will be refunded to you within 2 weeks from the date of your departure.

4 Cleaning & Utilities

We ask you to leave the property in a clean and tidy condition. Properties left in an unclean state will incur cleaning charges which will be deducted from the security deposit.

Normal use of utilities (electricity, gas, water) is included in the rental cost during summer months. Garden and pool maintenance is included in the rental costs.

Linen and towels are included in the rental and pool towels are also available on request. Bed linen is not changed for a stay of up to a week but for stays over that we will provide a change of linen on request. Any spoilage to linen as a result of misuse will be deducted from the security deposit.

We reserve the right to allow maintenance personnel, cleaning staff and the ourselves as owners reasonable access to the property for the purposes of repair and maintenance.

5 Arrivals & Departures

Rentals are available for whole weeks (7 days) but to enable you to take advantage of various mid-week travel offers we do not insist on fixed arrival/departure days. Normal arrival times must not be before 16.00 hours on the agreed date of arrival. You are requested to vacate the property by 10.00 hours on date of departure.

6 Alterations, cancellations and insurance

If for any reason beyond our control we have to make alterations to your arrangements, we will notify you immediately. If a booking is cancelled at any time after it has been confirmed, all monies paid prior to cancellation will be forfeited. It is strongly recommended that you take out appropriate insurance. Travel insurance should cover your personal belongings, and public liability, etc., since these are not covered by the owners insurance.

7 Termination

We welcome guests of all origins and lifestyles. We reserve the right to terminate a rental without notice where behaviour of any member of a party is causing annoyance, distress, damage or danger to other guests, the property owner, the property, or a third party. No refunds will be made in this event.

8 Number of Persons

The number of persons (adults and children) may not exceed the number stated on the booking form. Pitching of tents or caravans on site is not permitted.

9 Pets

Sorry no pets.

10 Liability & Complaints

No responsibility can be taken by the owners of Larroque for anyone in or near the property or playing in or near the pool, woods or fields. Under no circumstances shall the owners' liability to the client exceed the amount paid to the owner for the rental period. In the event of a complaint this should be brought to the attention of the owner immediately so that remedial action, where

necessary, can be taken. We will do everything reasonably practicable to deal with any difficulties both quickly and effectively so as to minimize disruption to your holiday.

11 The Swimming Pool

This may not be available during low or mid season. The owners reserve the right to use the pool during your stay. The pool and grounds will be regularly maintained during your stay. Any equipment for such purposes is strictly for the use of owners and should not be touched.

12 Internet Access

Internet access is complementary to guests for webmail and general web access. This service is normally reliable but as it is provided by a third party (France Telecom) we can accept no liability in the event of it being unavailable due to circumstances outside our control. We will do everything we can to help you to keep in touch.

13 Miscellaneous

Any distances to and sizes of properties, land, swimming pool, etc., are approximate. Access to owner's outbuildings is prohibited. The property is in the country and clients should be aware of local flora and fauna. In rural France the presence of animals, birds and insects in the surrounding countryside and on occasion living in inaccessible places such as eaves and attics, is inevitable. Visitors are advised that this is normal and we cannot take action to eradicate such pests unless deemed to be a serious nuisance.