



Booking Conditions

1. The properties known as Chauffour – La Ferme, La Grange, La Porcherie and La Petite Maison ("the Property") is offered for holiday rental subject to confirmation by Mr or Mrs Roffe ("the Owner") to the renter ('the Client').
2. To reserve the Property, the Client should complete and sign the booking form and return it together with payment of the initial non-refundable deposit (25% of the total rent due). Following receipt of the booking form and deposit, the Owner will send a confirmation email or letter and statement. This is the formal acceptance of the booking.
3. The balance of the rent together with the security deposit (see clause 5) is payable not less than eight weeks before the start of the rental period. If payment is not received by the due date, the Owner reserves the right to give notice in writing that the reservation is cancelled. The client will remain liable to pay the balance of the rent unless the Owner is able to re-let the Property. In this event, clause 6 of these booking conditions will apply. Reservations made within eight weeks of the start of the rental period require full payment at the time of booking.
4. Any chargeable expenses arising during the rental period (e.g. dinners) should be settled locally with the Owner before departure.
5. A security deposit of £250 is required in case of, for example, damage to the property or its contents. However, the sum reserved by this clause shall not limit the Client's liability to the Owner. The Owner will account to the Client for the security deposit and refund the balance due within 10 days after the end of the rental period.
6. Subject to clauses 2 and 3 above, in the event of a cancellation, refunds of amounts paid will be made if the Owner is able to re-let the Property, and any expenses or losses incurred in so doing will be deducted from the refundable amount.
7. We cannot be held responsible for the personal safety and security of guests or their belongings whilst on our premises/using items supplied by ourselves. You remain responsible for your own personal safety at all times and proper care should be taken against theft and burglary, make sure that all windows, doors are locked when leaving the property. Use shutters for extra security. Children should be supervised by an adult at all times, particularly in and around the pool area. The Client is strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, accidental damage, personal liability and public liability etc. In France, these are not covered by the Owner's insurance.
8. The rental period should commence at 4.00 pm on the first day and finish at 10am on the last day; in the case of La Ferme, La Grange or La Porcherie at Chauffour this is on a Saturday, and for La Petite Maison arrival/departure day is a Sunday. The Owner should not be obliged to offer the accommodation before the time stated and the Client shall not be entitled to remain in occupation after the time stated. Facilities can be made available for baggage storage or toilet facilities after departure - please arrange this with us during your stay.
9. The maximum number to reside in the Property must not exceed the number stated on the Booking Form, nor must names be changed without the Owners' consent.
10. The Client agrees to be a considerate tenant and to take good care of the Property and to leave it in a clean and tidy condition at the end of the rental period. The Owner reserves the right to make a retention from the security deposit to cover additional cleaning costs if the Client leaves the Property in an unacceptable condition. The Client also agrees not to act in any way which would cause disturbance to those resident in neighbouring properties.
11. The Client shall report to the Owner without delay 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.
12. The swimming pool is not open all year, if your rental period falls outside May to September please make sure that the pool will be open. Please note that swimming pools can be dangerous, upon arrival all members of the party should familiarize themselves with the layout and depths etc. The pool is equipped with a safety fence with self-closing gate, please do not wedge this open at any time. The pool is also equipped with a summer thermal cover and you or a member of your party will be shown how to use this on arrival. This should be put on the pool when it is not in use, particularly at night as it will also help to keep the temperature of the water higher. Children must be supervised by an adult at all times. You and your party agree to take full responsibility for the safety of your party in and around the swimming pool. No glass or china is to be taken into the pool area. Plastic glasses and plates are available for use in the pool area. Should any glass or china fall into the pool it may have to be emptied and cleaned. This will probably take several days and you will be responsible for all costs if this were to happen.
13. In common with most of rural France the property is serviced by a septic tank. It is important that nothing other than French toilet paper is flushed down the toilets. Baby wipes, sanitary towels must be placed in the bins provided. Drugs of any kind must not be flushed away.
14. Smoking is not allowed in the Property at any time .
15. The Owner shall not be liable to the Client 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 the 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.
16. Pets are only welcome with our explicit permission. We reserve the right to charge a supplement and/or increase the security deposit. If you do not inform us we reserve the right to request the pet is placed in a kennel during the duration of your stay or your removal from the property without refund or compensation.