

La Grange at Laroque

Booking Terms and Conditions

1. **Payment:** La Grange at Laroque requires payment of a non – refundable deposit of **30% of the total holiday cost or £100 whichever is greater** to confirm a booking.

The full balance is due by no later than 55 days prior to the start of your holiday. If the balance is not received in full by the due date, La Grange at Laroque reserves the right to cancel the holiday without notice and without refund of the deposit.

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.

2. **Cancellations:** Please inform us immediately by telephone or email if you must for any reason to cancel your holiday. Cancellation by telephone must be confirmed in writing within five working days.

Notification in writing of a cancellation at least 31 days in advance will only result in the loss of your deposit. If you cancel within 30 days of your arrival the following cancellation charges will apply:-

- 13-0 days of arrival 100% of the total holiday cost.
- 14-30 days prior to arrival: 50% of the total holiday cost.
- 31 days+ prior to arrival no cancellation fees charged.

3. **Adverse Travel Conditions:** Bad weather can often affect travel plans. La Grange at Laroque cannot be held responsible for the non-arrival of guests in the event of plane, road or rail disruptions due to adverse weather conditions, technical faults/ breakdowns or any form of industrial action. No refunds will be given in these circumstances.
4. **Holiday & Cancellation Insurance:** We strongly recommend that you take out your own holiday & cancellation insurance.

- 5. Arrival & Departure:** La Grange will be available for check in from 4pm and check out is 10.00am on day of departure.

To arrange key collection and for arrival details please call Simon on +33 (0)6 73 81 95 43, seven days prior to arrival.

We cannot be held responsible for properties not being ready should you arrive earlier than the stated check-in time.

Please ensure that La Grange is clean and tidy prior to your departure. Should the property be left in an unreasonable condition or there is significant damage we reserve the right to charge you the extra costs required to rectify the situation.

- 6. Help and Assistance:** Should you require any assistance or information, we are available by phone on +33 (0)6 73 81 95 43 or by e mail at simon.frog@orange.fr . In the event we are on holiday or away for some other reason we will leave the name and contact number of our local caretaker in La Grange. They will be able to help in the event of an emergency.
- 7. Pets:** We do not allow pets to stay at La Grange
- 8. Linen / Laundry:** Bedding and towels are provided. There is a washing machine for your use in La Grange.
- 9. Electricity / Heating / Air Conditioning:** No extra charge will be made for this. We ask guests not to be wasteful and suggest you keep the thermostat at 19°C or below and switch it AC if you go out for the day.
- 10. Parking:** Is available off street at La Grange. Vehicles, accessories and contents are left entirely at their owner's risk.
- 11. Smoking:** Smoking is not permitted in La Grange or within the surrounding grounds including the swimming pool area. We reserve the right to charge a fee of up to €200 for a deep clean to remove the smell of smoke from the property. We kindly request that guests smoke outdoors away from the La Grange and dispose of all cigarette ends carefully.
- 12. Breakages and Damage:** Please let us know as soon as possible if anything gets broken or damaged during your stay or if anything is broken

or missing when you arrive. We are happy to accept general wear and tear and small breakages as a matter of course. However, Guests will be liable to pay for any excessive damages and required major repairs or excessive cleaning incurred caused due to client negligence during their stay. We cannot be held liable for a breakdown of any facility, which is beyond our reasonable control. To help keep our costs down, please leave your cottage clean and tidy when you leave.

13. **Personal injury:** La Grange at Laroque will not accept responsibility for any injury or loss / damage to personal property during your stay.
14. **Lost Property:** We strongly advise you to check and double check the property before checking out to ensure you have left nothing behind.

Should you still manage to forget something please contact us immediately and we will check the property. If we locate the lost item we will discuss with you the best way to repatriate the item to you. Any costs we need to incur to facilitate this are payable by you by bank transfer. Items will not be dispatched until this payment is made. In addition, we will charge a €5 administration fee for all items sent by carrier.

La Grange will not accept responsibility for any items left behind, including items found and subsequently lost by a carrier.

15. **Maximum Occupancy:** The maximum number of persons occupying the La Grange must NOT exceed the number stated on the website or agreed in writing by La Grange.
16. **Conduct:** Please consider the enjoyment and privacy of other visitors and our neighbours.
17. **Complaints:** It is the policy of La Grange to encourage and support Guests, to use the complaints procedure if they are unhappy with any aspect of our service. Should a problem occur whilst you are staying with us please inform us immediately in order to give us the opportunity to resolve the issue, this can be done by calling the emergency contact number +33 (0)6 73 81 95 43 or alternative as posted in La Grange. Should we be unable to resolve your complaint immediately you must put your complaint in writing to the La Grange at Laroque, 1 Ave des Baleares, 66740 Laroque des Alberes, France within 28 days of your departure from your chosen property quoting your original booking reference and giving all relevant information, we will acknowledge receipt of your complaint within 14 working days and reply fully within 28 days.

- 18. What is included:** The booking secures the use of the property and its facilities for the agreed rental period and includes utilities. Bedding and towels are supplied as part of your rental cost. Wi-Fi is available, however this facility cannot be guaranteed to be available at all times due to the unpredictability of Service Providers in the area.
- 19. Circumstances beyond our control:** If for any reason La Grange has been rendered unsuitable for holiday letting (e.g. water damage/fire damage, break down of heating system etc. that cannot be rectified in a reasonable time scale etc.) on the date booked, we will endeavour to offer alternative accommodation or alternative dates, or offer a refund of all monies paid by the client.
- 20. Works and maintenance:** At times it may be necessary for La Grange staff or contractors to access the La Grange for maintenance/servicing of the property or equipment etc. All work will be carried out with a minimum of disruption to guests.
- 21. Wi-Fi:** La Grange cannot guarantee the provision of Wi-Fi at all times due to the unpredictability of Service Providers in the area.
- 22.** These booking conditions were published in October 2019 and supersede all previous editions.