



Booking Terms and Conditions Temporary Revision for Bookings made from December 1st 2020

1. Parties: This agreement is made between the following parties:

Simon Froggatt, 1 Avenue des Baleares, 66740 La Roque des Alberes, France

Hereafter referred to as the "Property Owner"

And

The lead person named on the booking (see clause 5).

2. Payment: The property owner requires payment of a non – refundable deposit of **7.5% of the total holiday cost or €100 whichever is greater** to confirm a booking.

The full balance is due by no later than 21 days prior to the start of your holiday. If the balance is not received in full by the due date, The property owner 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.

3. Cancellations by guest: 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 on the same day.

Notification in writing of a cancellation at least 3 weeks in advance will only result in the loss of your deposit. If you cancel within 3 weeks of your arrival the following cancellation charges will apply:-

- 21+ days prior to arrival: full refund of holiday cost (less any booking protect premiums).
 - 15-21 days prior to arrival: 75% of the total holiday cost (less any booking protect premiums).
 - 14 days or less prior to arrival: 100% of holiday cost will be retained.
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4. **Cancellation by property owner:** In the unfortunate event that the property booked is unavailable for the duration of your stay for any reason the property owner will cancel the booking and refunds will be limited to any payments made for the accommodation element of the holiday.
 5. **Adverse Travel Conditions:** Bad weather can often affect travel plans. The property owner 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.
 6. **Lead Names**
The person making the booking will automatically be classed as the lead name on the booking unless we are told otherwise at time of booking. This is the person we will communicate with at all times. We will only be able to give information regarding the booking or accept amendments to the booking from the lead name on the booking unless we have received instruction in writing from the lead name giving permission to speak to a named third party about the booking.
 7. **Holiday & Cancellation Insurance:** We strongly recommend that you take out your own holiday & cancellation insurance.
 8. **Arrival & Departure:** The property will be available for check in from 4pm and check out is 10.00am on day of departure.

Please call at least 5 days in advance to obtain details to access the property.

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

Please ensure that your apartment 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.

9. **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 email 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 the apartment. They will be able to help in the event of an emergency.
10. **Pets:** Well-behaved pets are welcome by prior arrangement at our apartments, charges vary by apartment. We reserve the right to charge a fee of up to £200 for a deep clean if there is evidence of pets on the furniture or in the bedrooms or heavy soiling due to improper pet care.

If you do bring your pets with you it is a condition of booking that you respect a few simple rules:

- Do not leave your pet alone either in the house or in the garden at any time.
- Do not allow your pet on the furniture.
- Do not allow your pet into the bedrooms and on the beds.
- When you leave please ensure you have removed all traces of pet hair from the apartment.
- Clean up after your pet if it toilets in any garden / yard areas.

11. **Linen / Laundry:** Bedding and towels are provided. Additional bedding/pillows are available on request.
12. **Electricity / Heating:** 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.
13. **Parking:** Please check individual apartment descriptions for parking arrangements. Vehicles, accessories and contents are left entirely at their owner's risk.
14. **Smoking and Vaping:** Smoking and Vaping is not permitted in any of our apartments. We reserve the right to charge a fee of up to £200 for a deep clean to remove the smell of smoke from a apartment. We kindly request

that guests smoke outdoors away from the apartments and dispose of all cigarette ends carefully.

15. **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 apartment clean and tidy when you leave.
16. **Personal injury:** The property owner will not accept responsibility for any injury or loss / damage to personal property during your stay.
17. **Lost Property:** We strongly advise you to check and double check the apartment 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 your apartment. 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 BAC's. 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 or post.

The property owner 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 apartments must NOT exceed the number stated on the website or agreed in writing by The property owner.
16. **Conduct:** Please consider the enjoyment and privacy of other visitors and our neighbours.
17. **Complaints:** It is the policy of each property owner 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 the apartment. Should we be unable to resolve your complaint immediately you must put your complaint in writing to the relevant property owner, as detailed in

clause 1 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 and ask individual owners to respond.

18. **What is included:** The booking secures the use of the property and its facilities for the agreed rental period. Bedding and towels are supplied but please bring your own towels for outdoors, the beach or your pets, if required. 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:** At the time of booking you will be given the name of the property reserved for you. However, The property owner reserves the right to move you to another property with the guarantee that it will be of the same size or larger.

If for any reason an apartment has been rendered unsuitable for holiday letting (e.g. water damage/fire damage, break down of heating system that cannot be rectified in a reasonable time scale etc.) on the date booked, we will endeavor to offer alternative accommodation or alternative dates, or offer a refund of all monies paid for the accommodation by the client.

20. **Works and maintenance:** At times it may be necessary for the property owner staff or contractors to access the apartments 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:** The property owner cannot guarantee the provision of Wi-Fi at all times due to the unpredictability of Service Providers in the area.
22. La Grange at Laroque act as an agent in booking your holiday accommodation and any other related services. Your contract will be with your property owner or other service provider.
23. **Tenancy:** The hirer warrants that the property let is to be used for the purpose of a holiday only.
24. **Our Coronavirus Guarantees:**
 - a If you or any of your party contract Covid19 and are unable to travel to your apartment because you have been instructed to self isolate at

home following a positive Covid19 test, should your travel insurer or booking protect refuse a claim made for this event our Appartment owners will provide a refund of all monies paid for the accommodation (This excludes any premium paid for booking protect). You must have purchased a suitable travel insurance product on which you have made a claim which has been rejected. Documentary evidence will be required.

- b** In the unfortunate event of a future government enforced nationwide lockdown or regional lockdown that affects your home postcode or any of the Property owner properties and which covers the period of your booked stay our owners will refund all monies paid for your accommodation (excluding any booking protect premiums you may have paid).
- c** If anyone in your party is classed as vulnerable and has received a government shielding letter asking you to stay home, if the period of shielding stipulated by the appropriate Government covering your postcode includes the period you were due to stay with The property owner our owners will refund all monies paid for your accommodation (excluding any booking protect premium). Documentary evidence will be required.

- 25.** These booking conditions were published in December 2020 and supersede all previous editions and cover bookings made directly with the property owners only.