

Terms and Conditions

Rentals run from 4:pm on the first Saturday to 11:am on the second Saturday.

A non-refundable deposit of 25% of the total cost is payable at the time of booking. Telephone or email bookings will be held for 7 days to allow time for the receipt of the initial deposit.

The balance must be paid no later than 12 weeks before the start of the rental period. Late payment may result in cancellation of the booking and the loss of the 25% deposit.

Bookings made within 12 weeks of the rental period must be paid in full within 7 days of the booking being made.

Payments are in euros please: cash, cheque or bank transfer.

A security payment of €200 is payable on arrival to cover against damages. The deposit is returnable at the end of the rental period, less deductions for any damage caused by the renter or any member of their party. Guests agree to pay, in full, for any damage/loss in excess of the security deposit.

We have made every effort to ensure that the description of the gîte and facilities are correct. We cannot accept any liability for changes beyond our control.

The number of guests staying at the property must not exceed the number specified at the time of booking.

Rental charges are inclusive of water, gas and electricity. All bed-linen, hand, bath and face towels are included in the rental.

The use of the property and its amenities is entirely at the guests' risk.

We have done everything possible to make the accommodation clean and tidy for your arrival. We, therefore, ask our guests to leave the property in the same condition. We reserve the right to charge the cost of any major cleaning required, which will be deducted from the security deposit.

Our pool complies with French Safety Regulations. The use of the pool is entirely the responsibility of our guests. We can not be held responsible for accidents occurring in connection with the pool, except where directly caused by our own negligence. Guests must ensure that minors are supervised at all times in the vicinity of the pool.

Pool towels are not provided.

Bookings are made on the understanding that the property is available for the period specified. If, due to circumstances beyond our control, the property is not available, then there will be a refund of all monies paid and there will be no further claim against us.

If the booking is cancelled due to force majeure or other circumstances beyond our control, we cannot accept liability.

No refund will be given for any unused period of the rental agreement.

Cancellation: charges will be made as follows:-

... More than 12 weeks before rental: 25% of total holiday cost.

... 8 - 12 weeks before rental: 50% of total holiday cost.

... If less than 8 weeks: 100% of total holiday cost.

However, if we are able to re-rent the accommodation then a full refund of the monies paid will be made.

We strongly recommend that guests purchase full holiday insurance at the time of booking

Sorry for the smallprint! Please don't hesitate to contact us about our terms and conditions.

We look forward to welcoming you to La Graffeuille and assure you that we will do everything we can to make your holiday enjoyable.