



# TERMS AND CONDITIONS

1. **Check in - check out** - Check in is 4 pm on day of arrival. Please advise if it is going to be later. Check out on your day of departure will be 10am unless prior arrangement.
2. **Sleeping capacity** - you must include all members of your party on booking. Under no circumstance must the declared number be exceeded unless agreed in advance. We reserve the right to deny access if maximum occupancy number is exceeded Maximum occupancy: La Grande Maison x 8 persons. Maison de la Vigne x 6 persons. La Petite Maison x 4 persons
3. **Care of the Gîte**- we ask you to respect the property, its contents and all amenities provided. You are requested to dispose of all foodstuffs on your departure and to leave the gîte in the same clean and tidy condition that you found it. Please leave all used towels in the bathroom.
4. **Linens** - all gîte linen is included in your rental charge. We ask that the gîte bathroom towels are not used around the pool or the jacuzzi. We can provide Beach / Pool towels on request at no extra charge.
5. **Swimming pool** - the pool is normally open between 9am and 8pm from April to October. Depending on the season and weather. Parents are responsible for the supervision of their children using the pool area. Children under the age of 14 must be supervised by an adult at all times. There is no life-guard on duty. Paying guests use these facilities at their own risk. The pool is for the use of paying clients only and not their visitors. No crockery or glass is allowed around the swimming pool area. We ask you not to use the Parasols when it's windy for obvious reasons.
6. **BBQ** - each gîte is equipped with a free standing BBQ. Please ensure it is cleaned thoroughly on your departure.
7. **Code of conduct** - we want our guests to enjoy a relaxing and enjoyable time at the gîtes. We therefore view antisocial behaviour very seriously, and in extreme circumstances we reserve the right to terminate bookings with immediate effect and no refund.
8. **Cancellation** - if you cancel your booking with us, the following rules policy applies: Full refund for cancellations up to 30 days before check-in. If booked fewer than 30 days before check-in, full refund for cancellations made within 48 hours of booking and at least 14 days before check-in. After that, 50% refund up to 7 days before check-in. No refund after that.
9. **Smoking** – Smoking and vaping are not permitted inside the gites. We provide ash trays in the garden for your use and please dispose of all cigarette butts.
10. **Pets** - Maximum of 2 dogs well behaved dogs per booking. If you bring a pet, you must have them on your booking. Dogs must be supervised in the large communal garden. You must clean up your dog's mess. You must not leave your dog unaccompanied in the house for long periods of time
11. **Wood** – During the winter months we provide wood for the wood burners in the games room and La Grande Maison. We provide enough wood for one fire a day. If you want to use more wood you can buy your own or purchase some from us. You are not permitted to take wood from the wood store.