Booking Terms and Conditions

General

- These Booking Terms and Conditions contain important information and accordingly you acknowledge and agree that you and all members of your party are aware of and accept these terms and conditions.
- In the event of any breach of these conditions, your holiday may be terminated, in which circumstance the owners shall not be liable for the refund of any monies paid or compensation in respect of any loss.
- Unless otherwise agreed by prior arrangement with us , arrival time at the property is not before 16.00 and on the day of departure the property must be vacated by 10.00.
- With the exception of Guide Dogs, by prior arrangement,, we regret that we do not allow any pets or animals.
- The accommodation will be thoroughly cleaned and aired before the arrival of new guests. Cleaning products & hand soaps will also be provided for the use of guests.

Booking & Payment

- Receipt of your deposit and confirmation of your booking will be sent by e-mail.
- No booking will be deemed to have been accepted unless done so by email from Lac de la Grange.
- Bookings can be made by e-mail or text/messenger and confirmed within seven days by payment of the non-refundable deposit or if you are booking less than eight weeks before departure, the full amount due.
- Under no circumstances can the number of guests agreed at the time of booking be exceeded and we cannot allow over occupancy of the gîte. Maximum 10 guests.
- The accommodation and all associated facilities including bedrooms, kitchen, lounge, swimming pool, hot tub, sauna, bbq area, gardens, fishing lake and all interior and exterior areas are available for the use of booked guests only. No other family, friends or visitors are allowed to join guests at the property for meals or to use any of the facilities, unless with the prior written consent of the owners.
- You must advise us within 48 hours of any mistake in your booking confirmation.

Prices

- Prices are calculated for the length of your stay and the no of guests in your party and are inclusive of electricity (an excess of 100 units per week/15 units per day for short stays will be chargeable).
- The final payment becomes due eight weeks before your holiday date. If the full amount is not received by the due date we reserve the right to cancel the booking.
- A refundable cash security deposit in Euros is to be paid on arrival. This, or the balance thereof with necessary deductions made, shall be transferred in sterling to the UK bank account of your choice (at the current UK post office, currency buy back exchange rate) within 7 days of the termination of the rental period.

Cancellation

- If it becomes necessary for you to cancel your booking less than 21 days before arrival there will be no refund
- Should the gite be unavailable on the day stated, due to unforeseen circumstances, every attempt will be made to help relocate guests. If this is not possible, all rent monies will be refunded without question but no further liability will fall upon Lac de la Grange or it's owners.
- The Owners will not be legally responsible for any compensation or to refund any amount paid by the Client if the Owners are prevented from carrying out their responsibilities under this booking as a result of events beyond their control, including but not limited to: natural disaster; world health; acts of terrorism; any governmental law, order, rule, regulation or direction regulating movement or travel. If such events do occur the Owners may offer postponement of your stay to a future date suitable to both parties or a voucher valid for eighteen months, to the value of the amount received from the Client for the accommodation.

Your responsibilities

- To respect the accommodation, equipment and environment, not to cause unacceptable annoyance to other residents & neighbours or in any way cause harm or distress to the fish or surrounding wildlife.
- To be responsible for the safety and behaviour of all children in the group at all times. Children must always be supervised by an adult in the pool, hot tub, sauna, lake and games areas. The owners cannot be responsible for their safety.
- To keep noise to a minimum between 22.00 & 08.00 for the comfort of all.
- To leave the property in a clean and tidy condition when you depart. If after your departure, deep cleaning is required a minimum charge of £50 will be deducted from the security deposit.
- To report damage and/or breakages to the owners immediately, in order that they can be rectified/replaced as quickly as possible. The replacement cost of broken, damaged or missing items will be deducted from the security deposit. Any damages exceeding the value of the security deposit shall be detailed and invoiced directly to the Client for settlement.
- To ensure that each member of your party is covered by comprehensive travel insurance from the time of booking (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage). The Owners accept no responsibility for any Clients failure to obtain such insurance and is not liable for any loss, injury, delay or cancellation due to reasons including but not limited to: world health, natural disasters, government travel restrictions or advice, weather conditions, acts of God, riots, theft, negligence, political unrest or acts of terrorism, industrial disputes or strikes, war or any other event or circumstance beyond its control.

Problems

- In the event of any problem arising, either on arrival or after occupation has commenced, please bring this to the owner's attention immediately so that, where possible, remedial action can be taken. Anything that can be done to deal with any difficulties will be done both quickly and effectively.
- The owners retain the right to enter the property at any reasonable time to deal with any problems and to carry out any repairs deemed necessary to the property or equipment.

Other

- Saltwater swimming Pool - open & heated May to September. At the end of each day the pool cover will be closed (this helps to retain the heat). To keep the pool safe and hygienic for you and your family please abide by the safety information displayed in this area. Babies or toddlers who normally wear nappies must wear swim nappies whilst in the pool. The pool may closed for a period on changeover days for sanitisation, it may also be necessary to close the pool or hot tub for a period during your stay for this purpose.
- Hot tub – This is for the use of guests 3 years & over. To keep the hot tub safe and hygienic for you and your family please abide by the safety information displayed in this areas.
- Sauna - This is for the use of guests 5 years & over. Please follow the guidelines for safe use.
- Lake - if none of the members of your party are anglers then the lake can, with prior permission from us, be used for swimming or paddle boarding/boating (equipment not provided)
- Fishing - please enjoy our lake and abide by the lake rules provided. Only bait purchased from us can be used. Children under 16yrs who fish must be supervised by an adult at all times and should not be allowed to land large fish on their own.
- Internet access - There is very good 4g coverage in the gite however our broadband connection is quite variable, this is simply a consequence of living in rural France and whilst it is perfectly adequate for texts and emails to stay in touch with family and friends and to browse, we do ask that you refrain from playing online games and downloading through our connection as this uses the whole bandwidth. If required better internet connection can be found in most of the larger towns nearby including Rochechouart where cafes & bars provide free wifi.
- Smoking - is not permitted inside the accommodation or in the undercover seating area by the pool. Guests may smoke anywhere else outside. Please use the ashtrays provided.
- Laundry – on request you can access the washing machine in our utility room, where items can be laundered at a small charge of 5€ per standard load. Please ask if this service is required.