**Hawthorns Farmhouse Blanzay – Booking Terms & Conditions**

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions:

* A contract between us will come into existence when the initial deposit is received and a booking confirmation is issued showing the confirmed holiday dates.
* The contract binds you (the lead person) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party understand these terms & conditions.
* We will need to know the number of adult and the number of children (including the age of the children) as we need to account to the local tourist office for your tourist taxes; which are payable with your final booking payment.
* A non-refundable 50% deposit of the holiday cost is payable at the time of booking.
* Bookings made less than 14 days before your arrival date must be paid in full, plus the Tourist Tax detailed in your invoice.
* The balance must be paid no later than 14 days before the commencement of your holiday. If the balance is not received by the due date, then your holiday may be treated as a cancellation.
* All cancellations must be notified in writing and once received we will confirm the cancellation.
* We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
* If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.
* The maximum number of people occupying the property must not exceed 10.
* Bookings cannot be accepted from persons under twenty one years of age.
* We reserve the right to refuse a booking.
* We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs, cleaning or for inspection purposes.
* Rentals normally commence at 4pm on the arrival date and guests are asked to leave the house by 11am on the day of departure to allow for our cleaners to prepare the house for our next guests. Failure to do so may result in you being charged a further day’s rental.
* You must not use the property except for the purpose of a holiday.
* Swimming pool
  + **It is a legal requirement in France that the pool cover is in place when it is not in use and at any time when the property is not occupied. The pool cover is there for your safety and that of others.**
  + No children under 18 without adult supervision.
  + Please don’t use any glass (glasses or bottles) in or around the pool (including the lawn surrounding the pool). Please use the plastic cups provided.
  + Guests must shower before entering the pool. Failure to do this may result in the pool being unusable for you and your guests during your holiday or for subsequent guests.
  + No diving or jumping in the pool as it is too shallow.
* Pets  
  - We allow 2 dogs maximum, no other kinds of pets, please.  
  - Please don’t let dogs upstairs or on the furniture, especially sofas and beds. We would request that dogs are kept in the kitchen at night.  
  - Guests are responsible for cleaning up after their pets including dog poo in the garden.  
  - Please clean muddy dogs using the outside tap.  
  - Dogs must not be left alone in the property.  
  - If the property requires additional cleaning due to excessive dog hair or if dogs have been in the bedrooms, or on a sofa, we reserve the right to charge a £50/75 Euro fee to cover the extra cleaning costs.  
  - You are responsible for your dog and you will be charged for any damage caused by your dog.
* Damages and breakages – please treat the house with care as you would your own home. If you notice something is missing or damaged in the house, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before you leave. The house will be inspected at the end of the holiday & you may be charged for any loss or damage. These are to be paid for in full within 7 days of notification.
* If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.
* Smoking and vaping is not allowed in the property.
* Please do not burn any form of candle or oil burners in the house due to the fire risk.
* Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.
* Please lock the doors and close the windows when you leave the property unoccupied.
* Please don’t take any bath towels with you to the beach, use the pool towels.
* The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
* Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
* The client may in no circumstance re-let or sublet the property.
* The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
* You are responsible for the supervision of all members of your party under the age of 18 at all times.
* Please respect the village community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
* We reserve the right to terminate your rental agreement with immediate effect due to the unreasonable behaviour of you or your guests may impair the enjoyment, comfort or health of others. You’ll be asked to leave the property, without any refund of the rental amount paid.
* Please use the designated barbecue utensils and clean the barbecue after use.
* We request that you don’t use fireworks, Chinese lanterns, firepits, candles and portable bbqs as these are a fire hazard; especially in the summer months.
* Wi-Fi – the guest agrees to reasonable and lawful usage.
* If you intend using a domestic electric vehicle (EV) charger, we do just request that you advise us so we can agree a small supplemental charge for the additional electricity consumed. As EV car drivers, we encourage EV car use but wouldn’t expect to pay for the cost of charging your car.
* Any problem or complaint must be immediately reported directly to us/our representatives to allow us the opportunity to resolve it.
* The use of bikes do not form part of this agreement. If you use them, you are borrowing them free of charge at your own risk and are entirely responsible for ensuring that they are safe to use.
* Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.
* This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.