

# Wisdom Gites - La Vergne

## terms and conditions 2023 - 2024

- 1. Booking a Gîte.** The first step is to make a booking online by pressing the "Book Now" buttons on the website or using the Availability check widget or if required email us for a booking form and then pay the required amount using one of the accepted payment methods. you will be asked to pay a deposit of 25% of the rental cost immediately to secure the booking. The balance plus a separate security deposit of €250 per Gite rental (see below) must be received not less than 10 weeks before the starting date. If the booking is made less than 10 weeks before the starting date, the full cost including the security deposit must be paid at the time of booking. Your booking will be binding both on you and on us when we send you confirmation that the booking is accepted. If payment is not made when due, we reserve the right to treat the booking as cancelled by you and apply the cancellation charges set out below.
- 2. Price.** The cost of the booking is fixed and will not be subject to any variation once accepted by us. The price is for self catering accommodation.
- 3. Travel arrangements.** These are your responsibility. We cannot be responsible for any failure on your part to make the necessary travel arrangements, nor delays or cancellations. It is your responsibility to take out any insurance that you may require against such eventualities.
- 4. Passports.** It is your responsibility to ensure that you have a valid passport enabling you to travel.
- 5. Changing your booking.** If you wish to change the dates of your booking, we will do all we can to help. Any amended arrangements will be treated as a new booking. You may vary the names of members or add to their number of your party so long as we are supplied with the relevant details and the Gîte does not exceed its total capacity.
- 6. Cancellation.** If you need to cancel your holiday after it has been confirmed, the person making the booking may notify us in writing. In that event the following cancellation charges are payable from the date we receive your notification: Less than 28 days before the starting date - loss of payment. 28 to 70 days before - 50% of payment. More than 70 days before - loss of deposit. We would advise that you insure against cancellation.
- 7. If you have any problems with the house or its fittings or equipment,** please let us know immediately. We will respond as quickly as possible to any issues which are likely to seriously affect the enjoyment of your holiday.
- 8. Insurance.** You are responsible for insuring your personal property whilst on holiday and for insuring against cancellation, sickness or other such risks.
- 9. Deposit.** A security deposit of €250 per Gite rental is payable with your final payment. You are required to leave the property tidy and in good order when you leave. If the property is not in a clean and tidy state then an additional cleaning charge may be taken from this deposit. The deposit will be held and returned to you within 14 days of the end of your holiday, and we reserve the right to deduct from it the cost of any damage to the property or its fittings and equipment.
- 10. Linen hire** is included in the cost of your booking. This includes duvets, duvet covers, pillows, pillow cases, bed sheets, tea towels, hand towels, bath towels also one pool towel per person per week will be provided (when pool is open for use). For those staying for 2 weeks or more, clean bed linen will be offered on a weekly basis. You will be responsible for any other washing during the course of your holiday.

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11. Accommodation. The accommodation is provided for the persons named on the booking form. We must be informed in advance of any alteration. The maximum capacity of Orchard View is 2 persons and Meadow View is 4 persons and this must not be exceeded without our permission.
12. Duration of holiday. Bookings run from 5.00 pm on the day of arrival to 10.00 am on the day of departure. Your co-operation in complying with this is appreciated so that there is sufficient time to prepare the property for the following clients.
13. Use of facilities. It is your responsibility to ensure that all members of your party are made aware, by you, of the normal risks attendant on using the facilities provided at the property. It is your responsibility to ensure that all members of your party take all proper precautions against accident, whether by using appropriate safety equipment or otherwise and ensuring that young persons are properly supervised at all times.
14. Liability. We believe the property to be accurately described in our web site and any other literature supplied by us. You are responsible for insurance of your own personal property whilst on holiday.
15. The Client agrees to be a considerate tenant and to take good care of the Property and to leave it in a clean and tidy condition at the end of the rental period. The Owner reserves the right to invoice the Client to cover additional cleaning costs if the Client leaves the Property in an unacceptable condition.
16. The Client agrees not to act in any way which would cause disturbance to those resident in neighbouring properties.
17. The Client shall report to the Owner any defects - breakdown in the equipment or appliances in the Property or garden as soon as possible.
18. There is a small laundry room available for your use at a supplementary price of 3 Euros per wash, this includes washing detergent.
19. This is an entirely non-smoking complex, therefore smoking is prohibited within the boundaries of the property.
20. Sorry but no pets are allowed.
21. The swimming pool is available from 1<sup>st</sup> May through to 30<sup>th</sup> September and between 10am and 10pm to allow for cleaning but can be flexible just ask. No glasses (including bottles and cans) or sharp objects are allowed within the swimming pool area.
22. Use of the accommodation and all amenities is entirely at Guests' own risk. Guests' personal belongings, including motor vehicles, left in or around the property are entirely at Guests' own risk. No responsibility can be accepted for loss or damage thereto.
23. The charging of electric or hybrid vehicles from the Gites electricity supply is strictly prohibited.
24. Covid Restrictions - If because of Government enforced Covid restrictions we are unable to honour your booking we will issue a full refund, credit note or move your booking, dates permitting. PLEASE NOTE: A requirement to isolate or quarantine either in France or in your next destination country whether it be your home or not is not reason to cancel and receive a refund. Normal cancellation policies will apply.
25. Water restrictions in hot weather – we cannot be held responsible to reimburse the guest should the Government and or local laws forbid the use of water for pool filling or maintenance therefore forcing the closure of the advertised swimming pool that is available at Wisdom Gites.
26. The using of any other forms of heating or cooling that have not been provided by Wisdom Gites is strictly prohibited. A surcharge will be levied.

"This contract and all matters arising out of it are governed by French law and shall be deemed to have been made in France. We both agree that any dispute, claim or other matter which arises out of or in connection with your contract will be dealt with by a court of competent jurisdiction in France"