

Things you will need to know...

We have created this list of important things you should take note of before embarking on your holiday. We recommend keeping a copy of this document and taking it with you on your holiday so you have all important information at hand if you ever need it.

CONTACT US

Brittany Travel:

Tel: 0345 230 1380 **email:** enquiries@brittany.co.uk

web: www.brittany.co.uk.

Susan Paradise:

Tel: 0345 230 1330 **email:** enquiries@susanparadise.co.uk

web: www.susanparadise.co.uk

OFFICE HOURS

Monday to Friday: 09.00-17.00 **Saturday:** 10.00-17.00 **Sunday:** 10.00-13.00

At busy times these hours may be extended, and we usually respond to emails throughout the day, 7 days a week.

Sometimes road works and construction works may be carried out without warning. We cannot influence either local authority or neighbours' decisions to carry out such works. Also local fetes and festivities may create noise as well as enjoyment.

Although properties will conform to local building regulations and standards they would not necessarily comply with UK regulations. (Stairs can be very steep without balustrades; WC's may open directly from kitchens and have no proper ventilation.)

Some properties are old and, particularly if they have been shut up, may be a little "musty" until they have been aired. Properties will have been furnished and decorated to individual styles and initially may not be to your personal taste.

We choose all our properties using the simple criteria - "Would we be happy to spend a holiday here?" We hope you enjoy your holiday and the French way of life.

ARRIVALS AND DEPARTURES

Your normal expected arrival time is 16.00 and departure time 10.00. This gives the owner time to check the property; make any minor repairs and confirm it is clean and tidy for the next guests. Please remember that requests for early arrivals and late departures can create difficulties for owners.

Usually the property will either be left open for your arrival or you may be met by the owner. If the property appears to be locked look for a key in any likely hiding places (under stones, pots, or nearby windowsills.) Please advise our local contact if you think you will arrive at a different time from your expected time.

CLEANING

Please treat the property as you would your own. You are expected to leave the property clean and tidy, even if there is a cleaning charge(optional or compulsory). Where cleaning is not included please follow the requirements of our cleaning form, otherwise it is difficult to prepare the property in time for the next client. Please remember, if we are advised by our local managers that a property has not been left as required charges will be deducted from the security deposit.

GAS, ELECTRICITY AND WATER

In most properties average gas, electricity and water consumption is included. Should this be exceeded additional charges may be made. Where these are additional charges this is clearly marked. Heating is always an additional charge.

Hot water is usually supplied by a cylinder, heated by overnight off-peak electricity. High water consumption may result in not much hot water being left later in the day.

If gas is bottled you will not necessarily find a full bottle on arrival. There will be some gas in it, and you must leave some on your departure. If the gas runs out during your stay please either change the gas bottle at the local shop or if necessary telephone the local contact.

Electricity and plumbing services may not be of the standards you have become used to. It is quite common for electrical wires to be partially visible; also wall/ceiling lights may have no shades particularly in minor rooms within a house. Power supplies may not support the simultaneous use of appliances - something we take for granted. Also power supplies and water supplies can be affected by the weather.

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PAYMENT PROTECTION

French Coast Villas Ltd (trading as Brittany Travel and Susan Paradise Villas) is a full member of ABTA and ABTOF and complies with their rules and regulations. We are a Tour Operator offering villa rental, ferry travel and travel insurance as single elements (we do not sell 'package holidays' as defined by The Package Travel Regulations 1992) and are not therefore required to be bonded. We can therefore pass this cost-saving onto our clients.

We have been trading successfully for over 15 years but in the unlikely event of our insolvency, if you pay a minimum of £100 by Credit Card your holiday cost will be guaranteed (even if you only pay the deposit) under section 75 of the Consumer Credit Act. Payments by Visa and Mastercard debit or pre-paid cards are covered by the card issuers' voluntary 'Chargeback' schemes which enable claims to be made within 120 days of the expected start date of the holiday. Full details are explained at the following independent link to the Which? website:
<http://www.which.co.uk/consumer-rights/sale-of-goods/your-rights-when-paying-by-credit-card/>

If you require further protection there are a number of Insurers whose Travel Insurance includes supplier failure cover. An example of such cover is provided by Rock Insurance.

REMEMBER

Most of our properties are family owned and equipped to their personal style and standards - which may be a little different from your own!

In the country you may find insects and you may spot bats and mice, although generally these are not a major problem. It is not unusual to find animals roaming freely and neighbours (and owners) may have dogs, cats or even chickens.

BEDLINEN/TOWEL/COT HIRE

All beds will have blankets (or duvets) and pillows (these may be of the bolster type plus square pillows). If you are sensitive to the type of pillow you sleep on we advise you to take your own.

Bed linen is not included in our prices unless otherwise stated. Where it is available it is indicated in the property details. This should be booked in advance but paid for locally. Unless specifically requested linen will not be changed weekly. As a general rule beds will not be made up. Please strip the beds on your departure. If you are taking your own bed linen we suggest that you take sheets (and pillowcases) rather than duvet covers. These can then be used whether the property has blankets or duvets.

Please remember to bring a bottom sheet if bringing a sleeping bag. Personal towel hire is available in some properties. Please remember to bring your own beach/swimming towels, as these are usually not provided.

If a cot is not included in the specification we have a limited number for hire locally. Please confirm availability before booking. If cots are requested as an extra these will be travel cots. COT LINEN IS NOT PROVIDED and you must take your own. Where properties have a cot included these are frequently older, low sided French cots only suitable for less mobile infants.

If you are hiring bed linen, cots, towels or have requested a final clean please remember to leave the appropriate money in the envelope we will send with your arrival pack. If you do not leave the money we will deduct the cost from your breakage deposit on your return together with a £10 administration charge.

Requests for cot and linen hire should be made at the time of booking. Late requests cannot always be accommodated.

TAX de SEJOUR

This is the local tourist tax administered throughout France, mostly during the peak months of June to September at around 0.60 € per adult per day. This is usually included in the rental price.

BREAKAGE DEPOSIT

All properties have a security deposit depending on their classification. The exact amount is detailed on the holiday invoice. This is collected with the final balance, cashed and held on behalf of the owner pending a satisfactory report following your holiday. Claims are deducted prior to the refund of your deposit, payment of which we aim to action within 10 days of your return.

BEDROOMS

Many bedrooms are not carpeted and shutters sometimes replace curtains. A "small double" bed will be approx. 120cm wide and may not be suitable for two large people. Children's beds are normally suitable for children between 2-12 years and are narrower or shorter than usual. Please remember that French beds are often not of divan construction. Hanging and clothes storage space may be limited in some properties.

KITCHENS

Most of our properties are equipped with a wide range of equipment and plenty of crockery (not necessarily matching), cooking dishes and saucepans for the number of persons advertised. Most have a full size cooker, fridge, iron, coffee maker, toaster and kettle. If you find a property is particularly short of basic, small items of equipment (such as wineglasses, mugs, tin opener) these are usually available very economically in the local supermarket. If necessary, keep your receipts and send them to us at the end of your holiday. Also, if you break any such items please replace them with something similar before you leave. If properties have dishwashers, microwaves or washing machines these will be specified in the property description.

BATHROOMS

Most baths have hand shower attachments, which are not expected to be used as a full shower. Many properties are not connected to mains drainage and have septic tanks with narrow gauge pipe work. Nothing other than toilet paper should be put down any WC. Blockages are expensive to clear and inconvenient. You may be charged if you are responsible for blocking the drains.

TELEVISIONS

Televisions usually receive French channels only. Satellite TV often has Disney and Eurosport but not subscription channels. Reception quality cannot be guaranteed.

SWIMMING POOLS

These are not generally heated and may not be suitable or available for out of season rentals. Pool security will comply with French regulations which permit alarms and/or fencing. The use of swimming pools is entirely at your own risk, parents are responsible for their own children's safety.

GARDENS

Most of our gardens are maintained throughout the season by the owners. However, the French do not generally manicure their lawns and tend their flowerbeds lovingly! Not all gardens are enclosed so please check at the time of booking if this is a concern.

Each property will have some garden furniture although this may not be for the total number of persons the property can accommodate.

Most properties have a barbecue.

THINGS TO TAKE

You may find a certain amount of cleaning supplies within the property but please replace any items, which you finish up (e.g. washing up liquid, dishwasher salt, toilet cleaner etc.). It is probably a good idea to take kitchen and bathroom essentials (toilet rolls, soap etc.) for when you arrive but it are very easy to purchase everything you will need in the local supermarkets. You also need to take tea towels (and washing up cloth) and towels. You may also find that there will be basic cooking items such as oil and salt and pepper but this cannot be guaranteed.

PETS

Pets are generally not allowed in our properties. However, owners/caretakers may have dogs/cats or livestock may be kept nearby. Should this be a problem please discuss it with us before confirming your booking.

OCCUPANCY

The total occupancy of a property includes any infants under 2 years old. Should you wish to include an additional child sleeping in a cot this may be charged locally.

Caravans and tents are not allowed within the grounds of the property.

If you decide to take additional party members not included on your original booking form this is acceptable provided you do not exceed the stated occupancy and you let us have details of the additional party members (and the dates they will be staying) in writing. This is so that we can let the owners know how many guests they should expect. Failure to do this may incur additional charges.

TRAVEL INSURANCE

Please remember that we require all party members to be insured for public liability. This is generally included in a personal travel insurance policy. If you already have insurance we need to have details (Company and Policy Number).

Last updated 30/09/2011

Please note currency conversions are approximate at the time of writing.