

Booking Conditions

We have kept these conditions as brief as possible and have written them in clear English. No other terms or conditions will apply.

1. Booking

The first named person on the booking (the 'party leader') must be authorised to make the booking on the basis of our booking conditions by all persons named on the booking and by their parent or guardian for all party members who are under 18 when the booking is made. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read and have read our booking conditions and agree to them on behalf of all members of your party. All bookings are subject to our booking conditions.

2. Confirmation

A booking will only be deemed to have been confirmed after receipt of the appropriate initial payment. Written confirmation will be issued.

3. Payment

The balance of the holiday cost is payable no later than 8 weeks prior to departure. If payment is not received by the due date we reserve the right to treat this as a cancellation under the conditions of section 6.

4. Amendments and Special Requests

Amendments and special requests must be notified to us in writing otherwise we will not accept responsibility for any errors or omissions on our part.

5. Insurance

We expect you to take out personal insurance: either that offered by French Coast Villas Limited or a similar policy, evidence of which must be forwarded to us.

6. Prices

In the event of significant currency fluctuations, we reserve the right to make a surcharge. If the surcharge is greater than 100% of the cost of the property rental, you will be entitled to cancel your holiday and receive a full refund of the rental. Ferry refunds are subject to the terms and conditions of the Operator.

7. Cancellations

In the unfortunate event that you have to cancel your booking, please advise us by telephone and in writing by recorded delivery.

Cancellation charges are then made as follows:

- Prior to issue of final invoice - Initial Payment only
- After issue of final invoice - Total accommodation price
- Within four weeks of departure - Total holiday price

Depending on the reason for cancellation you may be able to reclaim these charges under the terms of your insurance policy.

If a holiday is cancelled after the final invoice is issued we will make every effort to resell the holiday and refund as far as possible the payments made towards the cost of accommodation and travel (if appropriate), less the deposit and a reselling fee of 100 per booking.

Due to circumstances beyond our control it may be necessary to cancel or alter your holiday. In such circumstances we will offer you a comparable alternative or a full refund of all rental monies paid should the alternatives offered be unacceptable. A partial refund will be made if the revised accommodation is a lower price.

8. Letting Conditions

- Keys will be available from 4pm to 6pm on the day of arrival. In the event that these times cannot be adhered to alternative arrangements will be made.
- The maximum sleeping capacity must not be exceeded under any circumstances. No tent, caravan or camping car may be set up within the boundaries of the property.
- Any changes to the party size or members specified with your booking confirmation, even if within the capacity of the property, must be agreed and be confirmed in advance and in writing.
- Clients must respect the internal rules and regulations particular to the property and use only parking spaces and/or garages specifically described in the particulars.
- Each property is equipped with crockery, kitchen utensils, pillows, bedding, blankets or duvets sufficient for the number of occupants. (Please note that pillows may be French style square or bolsters). Any query concerning the inventory or condition of the property must be made within 24 hours or in the event of any complaint relating to the standard of cleanliness, as soon as possible.

f. Properties are generally built, furnished and equipped to French standards. Neither the owner nor French Coast Villas Ltd. shall be liable for any non conformance to UK specifications or safety standards.

g. Neither the owner nor French Coast Villas Ltd. shall be liable for any defect in or breakdown of any mechanical electrical or any other item of equipment, goods or property including the property itself or the swimming pool, but shall on receipt of notice of the same use their best endeavors to effect repair or replacement within a reasonable time and the client shall not be entitled to any compensation whatsoever in respect thereof.

h. Neither the owner nor French Coast Villas Ltd. shall in any way be liable for the appearance in the property of vermin, rodents or other animals or insects which generally frequent the French countryside, but every reasonable effort shall be made to limit or eradicate when notified of their presence.

i. On departure a visit will often be carried out in the client's presence. If no prior appointment is made, the visit may be carried out after the clients' departure. The property must be left completely clean, including cooker, refrigerator and all other equipment. A claim may be for damage or lack of reasonable cleanliness discovered on or immediately after departure.

j. A damage deposit is usually payable in advance. Cost of damage, breakages or failure to clean the property will be explained and reasonable charges deducted without prejudice from the deposit. There may be local charges for linen, TV hire, gas, electricity, water or telephone. Deposits will be repaid at the conclusion of the holiday, usually within fourteen days. It may be necessary to delay this should estimates or invoices for replacements be necessary.

k. Keys are returnable by 10am on the day of departure. Failure to achieve this may give rise to an additional charge equivalent to one day's rental.

l. In the event of early departure no rental is refundable.

m. Where applicable, the client undertakes to pay the visitors tax to any person empowered by the local town council to collect same (Statutory instrument No 82 986 of 16 November 1982).

9. Complaints

If there is any reason for complaint please contact our local representative as soon as possible. If matters are not resolved quickly you should then notify us by telephone. If complaints do not follow this procedure we will not accept any liability after your return home.

10. Ferry Services

The ferry services offered by French Coast Villas Limited are done so under the terms and conditions of the relevant carrier. The carriers may limit or exclude certain conditions of their liability and do not assume any responsibility for the details given. We in turn cannot be held responsible for any aspect of the holiday outside our direct control.

11. Brochure & Web Site

The information given in the brochure and this web site has been compiled with all reasonable care and is published in good faith. We have done our best to ensure accuracy and that none of the facts given is knowingly false or misleading. However, neither we nor our agents can be held liable for changes which occur without our knowledge and therefore outside our reasonable control.

12. Refunds

Where these are due in respect of ferry crossings they will be limited to those agreed by the Ferry Company concerned.

13. Liability

Under all circumstances the liability of French Coast Villas Limited is restricted to the monies paid in respect of the booking.

14. Jurisdiction

This contract and all matters arising out of it are governed by English law and subject to the exclusive jurisdiction of the Courts of England and Wales.

15. Breakage Deposits

Will be refunded as appropriate to the Party Leader as indicated in the Booking Form unless instructed otherwise in writing.