

Terms & Conditions

Terms and conditions of Booking

'The Client' refers to the person who makes the reservation and must be a minimum of 18 years old

'Sarl Capitol' refers to the associates and employees of Sarl Capitol

The terms and conditions of this document together with your invoice and booking form comprise the agreement between Sarl Capitol and all those listed on the booking form on whose behalf the Client has booked.

- **Contract.** The contract will exist between the Client and Sarl Capitol when the Client receives confirmation from Sarl Capitol. The Client will receive acknowledgement of receipt of the deposit – (30% of the total amount due for the reservation) - for the booking and confirmation of the period selected for the reservation. However Sarl Capitol cannot issue a letter of confirmation unless a completed and signed booking form and correct deposit has been received from the Client. The Client should carefully check the details of the written confirmation and inform Sarl Capitol immediately of any errors or omissions.

- **Sarl Capitol's Rights.** Sarl Capitol reserves the right to decline any reservation without explanation. In any such instance, the deposit will be returned in full.

- **Cancellation by Sarl Capitol.** In the unlikely event that, due to circumstances beyond Sarl Capitol's control, Sarl Capitol has reason to cancel the booking, then all monies received from the Client will be refunded in full unless the cancellation or alteration is due to forces beyond the control of Sarl Capitol such as war, fire, floods, strikes, riots, natural disasters, political unrest or any other circumstances amounting to Force Majeure. Sarl Capitol will not be liable for any claims for compensation.

Cancellation by the Client. You may cancel the reservation at any time provided that the person who signed the booking form makes the cancellation. Any cancellation of a booking must be made in writing and sent by recorded delivery to Sarl Capitol.

Should you have to cancel the reservation; Sarl Capitol will attempt to re let the Gite. If successful, a refund of money received less the deposit and expenses will be made to the client. If unsuccessful the following cancellation charges apply:

Notification of cancellation given – Cancellation charges.

If the guest pays the full balance on time, they receive a 50% refund of the total cost if they cancel at least four weeks before check-in.

(If the Client is not physically present at the Gite without explanation 24 hours after the agreed arrival date, the rental agreement is cancelled, and Sarl Capitol can relet the gite. Cancellation charges will apply)

Sarl Capitol does not undertake to make any Travel arrangements, which are the total responsibility of the client.

Clients and all members of their party are strongly advised to obtain suitable travel insurance to cover the risk of any losses.

- **Check in and Check out.** Unless otherwise expressly agreed in writing by Sarl Capitol, the Client may check in no earlier than 16.00 (local time) on the commencement date and must check out no later than 10.30 (local time) on the day of the departure.
- **Property damage.** The client will be responsible for any damage caused to the building or its contents. A sum of £150 per gîte is payable either by bank transfer before your arrival or by cash or cheque on the day of arrival, and held as surety on the first day of the reservation. A list of contents inventory will be issued on arrival. The Client is to confirm that the gite is clean on arrival and that all appliances are in working order. This will be repeated on departure and signed by both parties. The security deposit will be returned to you within 14 days of the return of the keys to us, less any deductions for damage or losses or additional cleaning required as identified in the inventory. In the event of any such damage, Sarl Capitol will be entitled to recover from the client, at the time, the cost of the repairs or replacements of any damage or loss caused by the Client or any member of their party, either to Sarl Capitol or a third party. If the Client fails to do so, the Client indemnifies Sarl Capitol against any claims (including legal costs) subsequently made against Sarl Capitol as a result of the Client's action. Sarl Capitol reserves the right to terminate the reservation of the Client and any member of their party whose behavior (in the opinion of Sarl Capitol) is considered to be inappropriate or unacceptable.
- **Smoking policy.** For safety and insurance purposes, a non-smoking policy is adopted inside the gites and games room.
- **Reasonable access.** The proprietors reserve the right to enter the property during your stay.
- **Insurance travel documents.** It is up to the Client to ensure that each member of the party has all necessary medical and travel insurance documents to cover themselves fully before embarking on the holiday. No responsibility is or will be accepted in respect of any such failure to insure wheresoever or howsoever arising.

We strongly recommend that you take out adequate insurance to cover for breakages loss or damage to the property and also for the party's personal belongings. Consider also including cancellation cover.

Further Information

Car access and parking

Please enter the property only via the front gates and park your car in the designated areas.

Children are very welcome.

Cots, stair gates, baby baths, baby changing table and high chairs are available – please book in advance. It is advisable to bring your own personal cot linen.

All children must however be supervised at all times. Specific care has to be taken due to the presence of the following at the Haras:

- Livestock: Horses and cattle
- Farm vehicles and machinery
- Water features: Swimming pool, stream, lake, water lily garden.
- Balcony – in Baloubet only
- Mezzanine floor – in Baloubet and Cor de la Brière only

Cleaning

As a guest of the owner, the Client agrees to take good care of the property and its contents and fittings and to leave it as found: in a clean and tidy condition at the end of the rental period. **This is a key difference between gîte accommodation and a hotel or serviced apartments and one reason why the rental cost is less. Please consider if you and all of your party are prepared to accept this condition before confirming the reservation.**

If your gite needs additional cleaning after your departure the cost of this will be deducted from your security deposit.

Complaints

We hope that you will not have any cause for complaint but in the event of a problem arising, you must contact the property manager who lives on site without delay, so that any issue can be speedily resolved. Some problems are very easily rectified if notified. For example, any defects at the property or breakdown of equipment in the property should be reported immediately to avoid inconvenience to yourself. It is often difficult and sometimes impossible to resolve difficulties properly after the end of your rental period. In particular problems of a transient nature cannot possibly be investigated unless registered while you are in residence.

Data Protection

We request details of all party members on our booking forms as a safety measure and legal requirement. We take responsibility for all personal information held and used and ensure that appropriate security measures are in place to protect this information. Please let us know if you would like your personal details to be removed from our data base after your rental period.

Guest numbers.

The numbers in your party must never exceed the stated house capacity except by written agreement.

Laundry

There is a washing machine provided within the accommodation. A clothes horse is available in each gite and also pegs for use on an outdoor shared line.

Liability

In the absence of any negligence or any other breach of duty by Sarl Capitol, the use by the Client of the gite or its facilities is entirely at their own risk.

Stairs

All gites contain living areas on more than one level. There are no lifts.

Swimming Pool and Grounds

The swimming pool is shared with the owners and all guests at the Haras

The swimming pool while covered **is not heated**, so is most comfortable from May to October. It is cold in the winter!

The depth of the swimming pool is 1 meter at the shallow end and 3 meters at the deep end.

Pool gates must be kept locked at all times when not in use.

Please note that swimming pools carry dangerous risks. On arrival at the property you and all the members of your party must take time to familiarize yourselves with the location of the swimming pool. Please take special note of all the signs and instructions for use which may be displayed. Pool safety is of the utmost importance. There are no lifeguards supervising the pool so children must be supervised by an adult at all times – this means being within an arm's length. You and your party agree to take full responsibility for the safety of all members of your party in and around the swimming pool. Running, diving, jumping, bombing etc. are not allowed

In case of possible accident or emergency, it is advisable that no person, whatever his or her age, should at any time swim unaccompanied.

No glass or china is to be taken or used in the pool area. Plastic glasses are provided. Should any glass or china fall into the pool, we may need to empty, clean and refill the pool. This might take a number of days. You could also lose your security/damage deposit as a result

Young children must not be allowed to wander unaccompanied in the grounds of the property. An adult must also supervise children in the play area, which is used at your own risk.

Please note the fields which enclose livestock. For safety reasons these should not be entered in any circumstances. You are free to walk through the fields of the property not containing livestock, but please close the gates.

Pets

Some pets can be accommodated with special conditions. Please check with property manager before you book.

Telecommunications

Broadband internet is available at the Haras. Speeds can vary due to the rural location and local usage.