



Reservation Contract

Between the Owners:

Nicola and Richard Gallagher

Address: Les Rivières, Lieu-Dit Nadaillac, 24340, La Rochebeaucourt et Argentine, France.

And the Client:

1. Name.....
2. Address.....
Postcode.....Country.....
Telephone No.....Mobile No.....
E mail.....

3. Holiday FromLeaving on
4. Gîte or Gîtes Booked.....
5. Maximum Number of adults.....
6. Maximum Number of children (please state ages).....
7. Cots or Highchairs required.....
8. Other Special requirements.....
9. Price quoted (accommodation only)
10. Unless otherwise agreed cleaning is not included. If you would prefer to leave without cleaning, please add on the following charge to the final payment.

Cleaning charge YES / NO/ MAYBE (can be decided and paid for during week) / Already INCLUDED

Cleaning Charge : Lidoire/Valette£50, Martrieux/Lizonne £75, Beuronne £100

11. Deposit of £..... (£200/gîte) paid date.....

By Cheque (to Mr R Gallagher) Yes / No

By bank transfer Yes / No

Final payment due 6 weeks before arrival day with a £300 refundable damage deposit per gîte and taxe de séjour 90p/€1 per adult (aged 18+) and per night

Accommodation £..... + Taxe de séjour (No. of adults.....x No of nightsx £0.90/1€) = + Damage deposit £300

Total: £.....

Due on or before (dd/mm/yy)

12. We will contact you the week after your holiday for your bank details for returning £300 damage deposit(s)

I have read and accepted the terms and conditions

Signature..... Date:

Signature of Owner Mme Nicola Gallagher:

LES RIVIERES GITES General Terms and Conditions:

1. To make a booking:

To book one or more of our gîtes, the Client should complete and sign a booking form (having read the terms and conditions below) and then pay the non-refundable £200 deposit per gîte as indicated. Following receipt of the deposit and the signed booking form, we, the Owners, will send confirmation of the booking by email. This is a formal acceptance of the booking.

- 1.1 Payment can be made by cheque, bank transfer or Chèque Vacances holiday cheques. In euros or in pounds sterling. Conversion using exchange rate at the time of booking.
- 1.2 It is the Client's responsibility to ensure that all members of the party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and cancellation of the booking.
- 1.3 A non-refundable £200 deposit per property is payable to secure your booking.
- 1.4 The balance for the booking is due 6 weeks before your arrival date, along with a £300 refundable damage deposit per gîte and the required taxe de séjour. If the balance is not received by the due date, then your booking will be treated as a cancellation and we will have the right to re-advertise the property and take other bookings.
- 1.5 We are obliged to collect "taxe de séjour" (tourism tax in English), payable per adult (aged 18+) and per night. As a classified gîte, the taxe de séjour rate is €1 or £0.90 per adult and per night.
- 1.6 Bookings made less than 6 weeks before your arrival date must be paid in full, including the £300 refundable damage deposit and taxe de séjour.
- 1.7 The price includes all bedding and one large and one small towel per person, bathmats, 2 toilet rolls per toilet, cleaning products, tea towels, washing up liquid, sponge and dishwasher tablets (2 per day).

2 Damage deposit.

- 2.1 1 In the 17 years we have been running our gîtes, we very rarely had to deduct anything from the damage deposit. The gîtes are very well equipped and we understand that the odd glass might get broken or plate chipped. All the equipment and furniture are covered by the inventory list (état des lieux, in French) of which a copy is available in each gîte.
- 2.2 Please let us know within 24 hours of arrival if you discover that anything is missing or damaged from the inventory, otherwise we will assume the loss / damage has been caused by yourselves. We reserve the right to deduct from the deposit the cost of any damage to the property or its fittings and equipment, although the Client's liability is not limited to this amount.
- 2.3 All inventory must be returned to the original property if moved. Please return cutlery, dishes glasses, etc. to the correct gîte if taken to other terraces or gîtes.
- 2.4 We hope not to have to levy any such charge except in exceptional circumstances.
- 2.5 The damage deposit will be held and returned to you within 14 days of the end of your holiday, subject to a satisfactory inspection of the property.

3 Cancellation

- 3.1 All cancellations must be notified in writing/email. If you cancel your holiday more than 6 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 6 weeks before your arrival date, any monies paid will not be refunded.

- 3.2 Your booking will not be cancelled by the Owners except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- 3.3 The Owners reserves the right to refuse a booking without giving any reason.

4 Changes to booking

We are very flexible and will try to accommodate small changes to the booking such as additional days, or number of people, early arrival or late check out. However, changes are not possible within 2 weeks of your arrival date.

5 Arrival and departure times

Tenancies normally commence at **3.00pm**, unless otherwise agreed with us in advance, and guests are required to vacate the gîte by **10.00am** on the day of departure. This allows for thorough cleaning, disinfection (following viral protocols) and preparation for incoming guests. We are flexible and understand you may have had a long journey when you arrive. You are welcome to drop off your bags, go for a swim and we will prioritise getting your gîte ready.

6 Cancellations due to Covid-19 related travel restrictions

6.1 The exceptional circumstances of the Covid-19 pandemic have caused an enormous amount of travel disruption. We monitor the situation closely and will be in regular contact in the event that Covid19 is still causing uncertainty.

If your travel is restricted by French government regulations implemented to curb the Covid-19 pandemic, you have the following 2 options, available up to 2 weeks before your arrival date:

- a. You can transfer your booking to a similar week later in the year or following year.
- b. You can cancel your booking and will receive a refund of the monies paid, minus the non-refundable deposit of £200 per gîte.

6.2 If your travel is disrupted due to Covid-19 within 2 weeks of your arrival date, all monies paid are non-refundable.

7 Insurance

We cannot be held responsible for any failure on your part to make the necessary travel arrangements, nor travel delays or cancellations. The Client is strongly advised to arrange a fully comprehensive insurance policy (including cancellation cover) and to have full cover for the party's personal injury and belongings, public liability etc., since these will not be covered by the Owners' insurance.

8 Cleaning

- 8.1 The price, unless otherwise agreed in advance, does not include cleaning. If you would prefer to leave without cleaning the gîte(s), please add the following charge onto rental cost: £50 for Lidoire or Valette, £75 for Martrieux and Lizonne and £100 for Beuronne.
- 8.2 Even if you have opted to pay for cleaning, the property must be left tidy and due to extra anti-virus cleaning protocols, we ask you to empty all the bins, clean and put away all the dishes, preferably using the dishwasher and strip all the beds, placing all dirty linen in the laundry bags provided.
- 8.3 For a two-week stay, a light clean and change of sheets and towels can be arranged in advance for the middle Saturday, for an additional cost of: £30 for Lidoire or Valette, £40 for Lizonne and Martrieux, £50 for Beuronne.

8.4 We reserve the right to make a charge to cover additional cleaning costs if the Client leaves the property in an unacceptable condition.

8.5 We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.

9 No smoking or pets

We pride ourselves in the cleanliness of our properties and can accommodate guests with allergies. It is for this reason we have a no smoking and no pet policy.

10 Parking

There is plenty of on-site parking and 7 undercover parking spaces.

11 Swimming pool

11.1 The swimming pool is open from 9am to 7pm daily. It is cleaned and chemical levels are monitored and adjusted every day.

11.2 The pool is heated by an air source heat pump and the temperature of the water is maintained at around 27°C depending on weather.

11.3 Please avoid using glass or sharp objects near the pool.

11.4 The pool is fully fenced and conforms to the French Raffarin law (AFNOR NF P90-306) with a childproof gate which must always be kept closed and latched.

11.5 Guests are responsible for the safety and security of their children around the pool, playground, games room and all garden areas at all times. Never leave children without adult supervision.

11.6 The pool is not available from October to April.

12 Laundry room

We have a separate coin-operated laundry room with 2 washing machines and a dryer. A normal daily cycle costs €4. Washing powder is included. There are also several washing lines outside.

13 Baby equipment

We have travel cots with additional thick mattresses, high chairs, bed guards, changing mats and picnic kits with sun shade available free of charge. Stair gates are already fitted.

14 Noise

Please respect the peaceful environment (there is no noise pollution except for birdsong) and try to keep noise levels to a minimum, especially between 11pm and 8am.

15 Internet

There is free Wi-Fi and ethernet internet access in every gîte and at the pool. We respectfully ask that you limit streaming/downloading (especially teenagers!!) so as not to abuse the system and allow everyone to access their emails or social media quickly.

16 Barbecues and fires

- 16.1 Each gîte is equipped with a charcoal barbecue. Please take extreme care when lighting barbecues or using citronella candles on the outdoor terraces as the surrounding woods get very dry during the summer months.
- 16.2 Open fires and fire pits are banned by the local authorities through June/July/August and September. Outside of these months, you can toast marshmallows around our fire pit.
- 16.3 Each gîte is equipped with smoke detectors and we have a number of fire extinguishers and fire regulations in place.
- 16.4 Please do not light candles inside the gîtes.

17 Bikes

- 17.1 20+ mountain bikes (all sizes) and children's bikes are available to borrow free of charge.
- 17.2 They are lent on the understanding that they are used entirely at your own risk and we accept no responsibility for any accident or injury that may occur when riding them. Helmets are also available.

18 Fishing lake

- 18.1 Our own private fishing lake is situated 800m down the lane from the gîtes. All fishing equipment can be provided.
- 18.2 We have a "catch-and-release" fishing policy.
- 18.3 We accept no liability for any injury or accident around or in the water. It is strictly a non-swimming lake.

19 Visitors

- 19.1 Please inform us in advance if you would like to have visitors. They must be respectful of the other paying guests and, due to insurance reasons, are not allowed to use the facilities (pool, games room, gym, etc.)
- 19.2 The maximum number of persons using the accommodation at any time must not exceed those stated on the booking contract and only those listed on the booking form can occupy the property (unless agreed in advance). We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- 19.3 The gîte is rented on the understanding that the pool, games room, fishing lake, gym and outdoor areas are shared with the other gîte guests and the Owners.

20 General liability

- 20.1 No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.

- 20.2 We are not liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds, hot tub/pool, pool heater, etc. We will endeavour to fix any problems in the shortest time possible.
- 20.3 We are not responsible for the loss of any personal belongings or valuables of the Client.
- 20.4 Under no circumstances shall the Owners' liability to the Client exceed the amount already paid to the Owners under this booking.
- 20.5 The use of all the facilities, pool, games room, outdoor games, bikes, gym, trampoline, swings, slides, fishing lake, barbecues, firepit, hot tub, etc. is at your own risk and we accept no responsibility for any accidents or injuries that may occur.

21 Complaints

22.1 Any problem or complaint which the Client may have concerning their holiday must be reported directly to us immediately and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after the Client has returned home from holiday will not be taken into consideration.

21.2 This contract and all matters arising out of it are governed by French Law.

LES RIVIERES GITES Lieu-Dit Nadaillac, 24340 La Rochebeaucourt et Argentine, France
www.lesrivieresgites.fr email: lesrivieres@outlook.com