

Chateau Caillac – Tandems & Turrets

Steve & Angela Hall

TERMS AND CONDITIONS

1. Bookings are provisional until confirmed in writing by the Owner and are (unless otherwise stated) from 3pm on arrival day and 11am on departure day. The Owner shall not be obliged to offer the accommodation before the time stated and the Client shall not be entitled to remain in occupation after the time stated.
2. A deposit is payable immediately to confirm the booking.
3. The balance of the holiday is payable not less than 6 weeks before the start of the holiday. If payment is not received by the due date, the Owner reserves the right to give notice in writing that the reservation is cancelled. The Client will remain liable to pay the balance of the rent unless the Owner is able to re-sell the holiday.
4. In the event of a cancellation within six weeks of the start of the holiday, a refund of the money (excluding the deposit) will only be made if the Owner is able to re-sell the holiday. Any expenses or losses incurred in so doing will be deducted from the refundable amount.
5. The Client is strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover and cycling) and to have full cover for the party's personal belongings, public liability etc, since these are not covered by the owners insurance.
6. The Owner shall not be liable to the client for: - Any temporary defect or stoppage in the supply of public services, nor in respect of any equipment or appliance in the Property or garden. Any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of the Owner. Any loss, damage or inconvenience caused to or suffered by the Client if the Property shall be destroyed or substantially damaged before the start of the holiday, and in any such event, the Owner shall, within seven days of notification to the Client, refund all sums previously paid in respect of the holiday.
7. Under no circumstances shall the Owner's liability to the Client exceed the amount paid to the Owner for the holiday.
8. The house towels provided are for house use only. Please use the pool towels provided.
9. The Client agrees to comply with the legislation concerning Swimming Pool Safety, particularly the use of the pool alarm and closing of gates, and to completely indemnify the Owner for any fines that may be levied against the Owner for non-compliance with the legislation.

Note:

The swimming pool is not open all year round. If the holiday is outside May to September please check with us that the pool is open, filled and ready for use. We cannot be responsible for low water temperatures at any period, although we undertake to heat the pool during May to September to 22 degrees.

10. Any valuables left at the property are left at your own risk. We are not responsible for any loss. Proper care must be taken against theft and burglary. Tandems and Turrets are not liable or responsible for any loss or theft or damage to property equipment or belongings at any time.

11. Fires and Fireworks. We do not allow open fires in the Chateau or within the grounds. Fireworks (including Chinese lanterns) are not permitted at any time.

12. In the unlikely event of a significant change or cancellation of your booking by us, we will inform you as soon as possible. A refund will be given of all monies paid by you within 7 days.

13. This contract shall be governed by English Law in every particular including formation and interpretation and shall be deemed to have been made in England. Any proceedings arising out of or in connection with this contract may be brought in any court of competent jurisdiction.

14. Privacy Policy. In line with current legislation Chateau Caillac has a privacy policy in place. You can read the policy by clicking on [PRIVACY POLICY](#) on the front page of our website.

15. Photographs or images of clients provided or taken on the holiday may be used by Tandems & Turrets without remuneration for promotion and marketing purposes.

16. Tandems & Turrets will not be held responsible for amendments or cancellations made to holidays due to war, threat of war, riots, civil strife, industrial disputes, terrorist activity, natural or nuclear disasters, fire, technical problems to transport, closure of ports or airports, airline strikes, adverse weather conditions or any other circumstances.

17. Taking part in a Tandems & Turrets holiday it is at your own risk and neither Tandems & Turrets nor any employee of Tandems & Turrets is responsible or liable for any injury, loss or death.

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