

Chateau Caillac – Steve & Angela Hall

TERMS AND CONDITIONS

1. Lettings are provisional until confirmed in writing by the Owner and are (unless otherwise stated) from Saturday 4pm to Saturday 10am. 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 rent together with the security deposit is payable not less than 8 weeks before the start of the rental period. 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-let the property.
4. In the event of a cancellation within eight weeks of the start of the rental period, a refund of the rental (excluding the deposit) will only be made if the owner is able to re-let the Property. Any expenses or losses incurred in so doing will be deducted from the refundable amount. Reservations made within 8 weeks of the start of the rental period require full payment at the time of booking.
5. Covid. If covid restrictions are in place and the holiday can not go ahead alternative dates will be offered subject to national guidelines in place.
6. The security deposit of 1000e is returnable, usually within 2 weeks of the end of holiday, less any cost of breakages, losses etc. However, the sum reserved by this clause shall not limit the Client's liability to the Owner. Please make the owner aware of any breakages when they happen.
7. The Client is strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, public liability etc, since these are not covered by the owners insurance.
8. The maximum number to reside in the property must not exceed 18 (plus a baby) and not exceed the number stated on the booking form, unless the Owner has given written permission.

9. The Client agrees to be a considerate tenant and to take good care of the property and to leave it in a clean and tidy condition at the end of the rental period. The Owner reserves the right to make retention from the security deposit to cover additional cleaning costs if the Client leaves the property in an unacceptable condition. The Client also agrees not to act in any way which would cause disturbance to those residents in neighboring properties.

10. The Client shall report to the Owner or the Owner's agent without delay any defects in the property or breakdown in the equipment, plant, machinery or appliances in the property, including garden and the swimming pool.

Arrangements for repair and/or replacement will be made as soon as possible.

11. 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 rental period, 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 rental period.

12. Under no circumstances shall the Owner's liability to the Client exceed the amount paid to the Owner for the rental period.

13. The Client must not bring any pets to the property. Clients with guide dogs are an exception but must get written permission from the Owner before bringing the animal to the property.

14. The house towels provided are for house use only. Please use the pool towels provided for swimming.

15. 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 whilst the Client is renting the house.

The swimming pool is not open all year round. If your rental period 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. 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 re-fill the pool. This can take a number of days. You may also lose your Security/ Damage Deposit as a result.

16. Rubbish. The client is responsible for taking ALL their rubbish from the Chateau to the local wheelie bins and recycle stations on the road outside the chateau or in Fongrave. This should be done regularly (preferably daily) to avoid any risk to health and hygiene. No rubbish should be left at the Chateau.

17. 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. It is essential and your responsibility to ensure all doors, shutters, windows are closed and locked when leaving the property, or when by the poolside/in the grounds. No refund can be given should you decide to vacate the property as a consequence of a burglary.

18. We shall be allowed access to inspect the property prior to your departure. We also have a right to access the property during your stay to carry out maintenance and cleaning. Gardeners and pool maintenance may enter the grounds during your stay, normally in the morning.

19. 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.

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

21. 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.

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