

CHEZ MAQUIGNON TERMS AND CONDITIONS

1. Bookings run from Saturday at 3.30pm until the following Saturday at 10.00am departure. It is essential you leave on time to enable a complete check of the house.
2. If you have an accident and break crockery or glasses etc., we would expect you to replace these items. We would not expect you to spend your holiday chasing around French shops buying to match a couple of pieces of crockery which got broken, but we do insist that we always end up with the same number of everything, even if the colour or style changes so that the next occupant has the necessary crockery etc. when they arrive.
3. No responsibility can be taken by us for any personal losses, damage or injury whilst staying in our property. Arrangements for proper Health and Holiday Insurance should be made by yourself in the U.K. before departure, and in making a booking with us you are assuming that responsibility. We strongly recommend that all members of your party obtain and carry form E111 to take advantage of the reciprocal health arrangements that exist between the UK and France. The E111's can be obtained from the Post Office. There is a local Doctor in Baignes, open most days; it is in the Square next to the Bank. He does speak a little English. Details are in the house.
4. In the event of any frustration or cancellation of the booking on our part, then our maximum liability will be to refund any monies paid to that date, which we will do.
5. Cancellations will only be accepted when received in writing. Any other communication is not acceptable. Cancellations made less than 4 weeks before departure will receive no refund, unless we can re-let on the same terms less any advertising and administration charges. When special circumstances occur prior to 4 weeks we will do our best to re-let and make a refund even if only in part, at our discretion. However, Travel Insurance, which we recommend, should cover the cost of your holiday, travel and health care.
6. Bed linen, pillowcases, towels etc. are not provided, so be sure to remember to pack these. If any of your family are prone to accidents, in the interest of other guests and hygiene, then we would expect you to take the necessary precautions, i.e. rubber sheet etc. and any soiled and any soiled bed linen to be properly laundered before departure. All pillows and duvets have protective covers sewn on, these are not for use but for protection, please ensure your pillowcases and duvet covers are used on top. Any soiled linen or bed covers should be laundered.
7. A holding deposit of 25% is required at the time of booking if the dates are more than 3 months away. We will also require a deposit of £50 cash against breakages. This will be returned to you once the house has been inspected. Balance of all monies due must be paid 8 weeks prior to departure.
8. Payment. The full price as indicated on the Booking Form becomes due 2 months prior to the date of travel. A receipted invoice will be sent to you for your records. You will be pleased to hear there is no VAT.
9. The person making this booking will be held responsible for the property and all its contents and ensure that all members of their party treat our property with respect. This house is not owned by a tour company and is not operated by a tour agency, it is owned by our family and we live next door, quite possibly we will be there at the same time. We have bought it and refurbished it to have fun in the sun in a delightful part of France.
10. Electricity. Electric is operated by a coin meter, on a subsidised basis. The meter uses a 1 Euro coin. All water heating and cooking is electric. No gas to worry about.

11. Rubbish is collected very early Monday morning, so put the dustbins that are provided out on Sunday evening. Please ensure the bins are put out on the roadside before departure, it is your responsibility not the incoming guest. If you arrive on Saturday, please check that the bin is out. We suggest you put plastic bottles in boxes or bags as the bins fill up very quickly. We would encourage you to dispose of your glass bottles in the bottle banks, which are situated at every supermarket, which the French do religiously. The bins are to be kept inside the top barn, out of sight and away from animals. Please keep the barbeque clean, if you leave spent charcoal it will blow around and make a mess, please ensure it is cleaned before you leave.

12. When you arrive the property will have been checked by our caretakers who will go through a check procedure, you will come into a clean house, and we expect you to leave it that way. If you do not and our caretakers have to clean up your mess, we will deduct the cost along with any damages from your deposit. Each change over report is faxed to us.

13. SWIMMING POOL RULES.

It is your responsibility to look after your own children at all times. The pool is open 10.00am until 7.00pm. We request that in the interests of other guests, rowdy ball games in the pool are avoided and please ask children not to throw objects into the pool as these could damage the pool liner or block up the cleaning system.

A shower is provided to wash off sun tan oil and feet before bathing. Please if you are using sun OIL do not get this on the slabs or pool coping as it stains and does not come off.

No glass or crockery from the houses are to be used around the pool as they could cause injury if broken. Plastic ones are provided for pool use.

We ask you to treat garden furniture and sun loungers with respect, if you break them it is your responsibility to replace them. Please take your parasols inside at night and if very windy lower them to avoid them being blown away.

14. Public telephones are situated in the Square in Baignes and outside La Venta Hotel on RN10. You must first dial the code for England which is 0044 and then miss the 0 from your area code e.g. 0044121 3456789

15. No responsibility can be accepted for any loss or damage to any motor vehicle or its contents

16. The bringing of pets on to the Property is forbidden. No camping is permitted on the Property grounds.

17. The Contract shall be governed by English law in every particular including formation and interpretation and shall be deemed to have been compiled in England. Any proceedings arising out of or in connection with this Contract may be brought in any court of competent jurisdiction in England.

18. FISHING LAKE RULES

NO UNACCOMPANIED CHILDREN ARE ALLOWED AT THE LAKE

Our lake is stocked with specimen Carp up to 30lbs, Pike, Tench, Rudd, Roach and Eels. Be warned a large fish can damage incorrect tackle. Also a 30lb Carp in the UK costs £4000, so any fish caught should be handled in the correct manner. The lake is fenced and the gate is locked. You will find the key in the top barn.

- a. Only micro barb hooks to be used.
- b. Keep nets are not allowed.
- c. All fish must be returned to the water as soon as possible.
- d. A large landing net must be at hand, if Carp fishing.

- e. All litter and bait must be taken away when you finish fishing each day.
- f. No garden furniture to be taken to the lake.
- g. Children should not be allowed at the lake unsupervised.
- h. Pike fishing is banned during summer months to safeguard the fish.
- i. Definitely no swimming or paddling in the lake.

If you have any problems call us on 01902 634923 or 07737769804 day/evenings in the UK or 0033545786025 in France.