



Les Touches

Address :

Les Touches

Concourson sur Layon

49700 Doué en Anjou, France

Tel no +33 (0) 2 22 06 86 67 (EU)

Tel no +44 (0)20 3384 6125 (UK)

Email : enquiries@lestouches-france.com

Terms & Conditions

We look forward to welcoming you to Les Touches. When you make a booking with us you need to agree and accept the following terms and conditions.

BOOKING

To book one of our properties more than 30 days prior to your arrival we require an initial deposit payment of 25%.

Please note the deposit is non-refundable in case of cancellations. The balance is payable 60 days prior to your arrival. For all reservations less than 30 days before arrival we require full payment at the time of confirmation.

DAMAGE DEPOSIT

The damage deposit of €250 / £230 is an essential part for booking one of our properties. We will contact you 3 days before your arrival to take payment of the damage deposit. Provided that there has been no damage in the property and/or facilities on site we will refund you the deposit 3 days after your departure.

The damage deposit will be refunded if:

- No damage has been done to the property or its contents (including the swimming pool and any technical equipment), beyond normal wear and tear.
- No linen has been lost or damaged (including by fake tan).
- No subletting has occurred.
- No neighbours have been subjected to unreasonable or excessive noise.

CANCELLATION BY GUEST

We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do, however, appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and helpful as possible in such cases.

For cancellations more than 60 days before arrival there is no charge.

For cancellations less than 60 days before arrival there is a 70% charge.

For cancellations less than 30 days before arrival there is a 100% charge.

If however, Les Touches is able to re-let the property, we will offer a refund, minus any expenses or losses incurred in doing so.

CANCELLATION BY US

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full, including deposits.

TRAVEL INSURANCE

We strongly recommend that you take out suitable travel insurance for the duration of your trip.

VAT

All published rates are inclusive of VAT at the current rate.



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ARRIVAL & DEPARTURE TIMES

We kindly request that you do not arrive before 4pm on the day that your rental period starts. To allow us time to get your property ready for our next guests, we adopt a strict departure time of 10am on the day of departure.

THE PREMISES

You are responsible for the safe keeping of your belongings and vehicles during your stay. Les Touches cannot be held responsible for any loss or damage incurred during your stay. Your house should be kept locked when not occupied.

PETS

Unfortunately, we are unable to welcome pets at Les Touches.

SMOKING

Les Touches operates a strict no smoking policy in all our properties.

NOISE

Because Les Touches is small collection of three houses that are in close proximity to each other we would ask you to be considerate to your neighbours and to keep noise to a minimum. No loud music at any time, especially after 11pm please.

CHILDREN

We are delighted to welcome children to Les Touches, but we would ask that parents always supervise their children especially around the pool area. We kindly ask parents to ensure that their children keep noise to a reasonable level so as not to disturb the other guests. The pool is fitted with an infra-red security system that if broken will set the alarm off, you have a remote-control unit to disarm the pool before entering.

SUBLETTING & NUMBERS

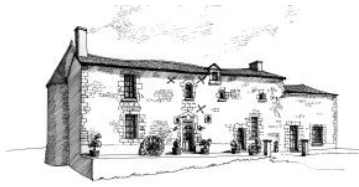
We are happy for you to welcome friends and family to Les Touches, but we do not allow numbers in the houses to exceed those agreed at the time of booking. These numbers include children and babies. Neither do we allow any form of subletting. Our contract is with the party who signs the Terms and Conditions at the time of booking. Maximum people in our properties are Bonnezeaux & Chenin max 4 persons, and Anjou max 6 persons.

OWNER LIABILITY

Les Touches is not liable for any temporary defect or stoppage in the supply of public services to any of its properties. Les Touches is not liable for any loss, damage, or injury, which might result from adverse weather conditions, riot, war, strikes, or other matters beyond its control. Neither is Les Touches liable for any loss, damage, or inconvenience, caused in the unlikely event that one of our properties is destroyed, or substantially damaged, before the start of the rental period. In any such event, we would offer a full refund. But, under no circumstances would Les Touches' liability exceed the amount paid for the rental period.

KEYS

You have access to the house that you have reserved throughout your stay using a set of keys and gate remote controls given to you when you register on arrival. You have full responsibility for these keys for the



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duration of your stay. Lost keys will be charged at €30.00 / £28.00 per set plus any additional costs incurred if any additional work is required, such as, locks having to be changed.

WI-FI ACCESS

By using our Wi-Fi Service, you automatically agree to the terms and conditions of use in force at the time.

I AGREE TO THE FOLLIWNG TERMS:

The person signing this booking form warrants that he/she has the authority of all members of his/her party to sign on their behalf, and that he/she and the others agree to be bound by these conditions. This contract shall be governed by English law in every particular including formation and interpretation and shall be deemed to have been complied in England. Any proceedings arising out of or in connection with this contract may be brought in any court of competent jurisdiction in England.

I agree to these terms and conditions. *(please tick the box to agree)*

Date:/...../.....

Signature & Full Name: