



Booking Conditions

1 Formation of Contract

1.1 Please make contact with us to confirm availability. A provisional booking may be made via phone or email.

1.2 A binding contract will be made between the person who makes the reservation (you) and the owner (we).

1.3 The contract will be binding when we confirm your reservation and receive a non-refundable 50% deposit.

1.4 For bookings made within eight weeks of the holiday the full remittance is required to form a binding contract.

1.5 If the booking form and deposit is not received within a week (or a longer pre-agreed time) the provisional booking will no longer be valid, and the dates may be re-advertised.

2 Authority to Sign

2.1 The person who makes the booking certifies that he or she is authorised to agree the Booking Conditions on behalf of all persons included on the booking form, including any substituted or added at a later date (assuming the maximum number accommodated does not exceed the agreement).

2.2 This person must be a member of the party occupying the property and must be aged 21 years or over. Booking will not be accepted from parties of young people under the age of 21 years, hen or stag groups.

2.3 We reserve the right to refuse a booking without giving any reason.

2.4 Please note that the swimming pool at La Roque is at the occupiers own risk. The owners of La Roque shall not be held accountable against any and all liability, loss of life and/or property, fees and cost of litigation, resulting from any and all swimming pool accidents or incidents occurring at the Villa during the period of the holiday/vacation let.

3 Payment

3.1 The balance including the security deposit must be paid eight weeks prior to the starting date of the holiday.

3.2 Failure to pay the balance on time will constitute a cancellation.

4 Price

4.1 The prices are given in euros, £ sterling and US dollars and are for weekly periods.

4.2 The property is let fully furnished and equipped. The price for the property includes linen, towels, and reasonable oil, electricity and water usage.

4.3 Prices are subject to change without notice, but will remain fixed once a booking has been made.

5 Security Deposit

5.1 A security deposit of €200 or equivalent per property is required to cover the cost in the event of any damages, breakages or loss caused by you or as a result of your actions.

5.2 If a satisfactory final report is received we will return your security deposit as soon as possible after departure, and in any case within one calendar month.

5.3 Some damages may not be immediately obvious to the owner / caretaker upon your departure. The owner reserves the right to calculate damage noted in the property after your departure.

5.4 Should any or all of your security deposit be retained by the owner you will be informed in detail of any charges deducted.

5.5 You are liable for the full value of damage, breakage or loss caused by yourselves and we reserve the right to claim compensation for any costs over and above the amount of the deposit.

5.6 Loss of keys will result in all locks having to be replaced at your expense.

6 Alterations / Cancellations by us

6.1 In this unlikely event, we will inform you as soon as possible, and, if requested we will try and arrange an alternative accommodation of a similar type and standard in the area.

6.2 If no alternative accommodation is available or acceptable, we will refund all monies paid and shall be under no other liability.

7 Cancellation by you

7.1 Any cancellation by you (for whatever reason), must be in writing, on paper or by email. The effective date of cancellation is the date we receive the written notification.

7.2 Cancellation charges are as follows:

7.2.1 More than 8 weeks prior to arrival date: 50% of the total booking amount

7.2.2 Within 8 weeks of arrival date: 70% of the total booking amount

7.2.3 Within 4 weeks of arrival date: 80% of the total booking amount

7.2.4 Within 2 weeks of arrival date: 90% of the total booking amount

7.3 If you secure a third party (acceptable to us), who will fulfil your booking commitment, we may waive your cancellation charges. However we must be informed at least a week in advance. The keys will not be released to anyone other than the new party leader at the start of the holiday.

8 Your responsibilities

8.1 You must keep the property and all furniture, fittings, effects, facilities, equipment and grounds in the same condition as you found them at the start of the holiday. If you move items of furniture or fittings then you must ensure they are replaced in their original positions before departure.

8.2 The property owners reserve the right to make deductions from the security deposit for any unreasonable extra cleaning.

9 Number of people using the property

9.1 The maximum number of people stated (La Roque Rivière: 6; La Roque Piscine: 7) may not be exceeded unless by prior arrangement with the owners. Upon agreement an additional charge may be made.

9.2 We reserve the right to terminate hire without prior notice and without refund if numbers are exceeded.

10 Access

10.1 We reserve the right for ourselves or our representative to be allowed reasonable access to the property to carry out urgent maintenance and / or inspection.

10.2: La Roque gardens/ river beach: The top terrace of the walled garden is for the sole use of guests of La Roque-Rivière. The gardens below the top terrace and the river beach itself is shared between both gites equally, and extends either side of the medieval bridge. Access to the communal river beach is via the stone steps outside the ground floor gîte (La Roque-Rivière) or from across the other side of the road through the old vegetable patch and down some steep steps. Guests of La Roque-Piscine should respect the privacy of their downstairs neighbours when accessing the river past the private walled top terrace. Equally guests of La Roque Rivière should grant their upstairs neighbours access to the river below as well as the storage sheds.

11 Behaviour

11.1 The person signing the booking form is responsible for the appropriate behaviour of all members of the party.

11.2 In the unlikely case of extreme and unreasonable behaviour by any member of the party, we or our representatives may use their absolute discretion to ask you and the full party to vacate the property.

12 Linen

12.1 Linen (including bath towels) is included in the price.

13 Social Events and Functions

13.1 Rental prices are quoted for a private rental of the property. If you are intending to organise a private function (e.g. a party, wedding, or other gathering) at the property you must seek prior permission from us.

13.2 The property must not be used for any commercial purposes.

14 Security and valuables

14.1 Valuables left at the property are left at your own risk. The property owners are not responsible for their loss, and we advise you to take appropriate holiday insurance.

14.2 You must keep all external doors to the property locked at all times during your absence.

14.3 Loss and theft to our property caused by you leaving the property unlocked will be your responsibility and the value of objects removed will be kept from your security deposit.

15 Arrival and Departure

15.1 You will not be able to come into the property before 4 pm on the start day of your holiday, except by prior arrangement.

15.2 You must leave the property by 10 am on the day of departure.

16 Travel

16.1 The booking party is responsible for arranging transport to and from the property.

16.2 Cars must be left in public parking areas, and we are not responsible for any loss or damage sustained.

16.3 You are responsible for all travel documentation required by all members of the party (e.g. passports, driving licences, vehicle registration documents, green card, insurance, E111 etc.).

17 Information

17.1 While we make every effort to ensure that descriptions are accurate, we do not accept responsibility for errors contained therein or the results thereof. In signing that you accept these conditions you accept any minor differences between the photographs / texts used and the actual property that may arise.

17.2 The owners reserve the right to make modifications to the property specification that are considered necessary in light of operating requirements. In the interest of continual improvement the owners reserve the right to alter furniture, fittings, amenities, facilities, or any part of any activities, either advertised or previously available, without prior notice.

18 Pets

18.1 Pets are allowed only with prior consultation.

19 Complaints

19.1 In the event that you are disappointed with any aspect of your holiday accommodation, please call and let us know and we will try to rectify the issue.

19.2 Please do not wait until the end of your holiday to make a complaint, as this does not give us the chance to resolve it.

19.3 If the problem was not resolved to your reasonable satisfaction, you should put your comments to us in writing within 7 days of your return.

20 Liability of the Property Owners

20.1 We are not responsible for any loss, theft or injury except in case of proven negligence on our part.

20.2 We are not responsible for any loss, breach or delay due to any cause beyond our reasonable control including, though not limited to acts of God, explosion, tempest, fire or accident, war or threat of war, civil disturbances, acts, restrictions, regulations, bye-laws, or measures of any kind on the part of the government or local authority, strikes, lock-outs, or other industrial actions or disputes or adverse weather conditions. In any case we shall be entitled to treat the contract as discharged.

20.3 In the event of discharge of our liability shall be limited to the return of the sums paid to us, less an administrative charge of £25 to cover our reasonable expenses.

20.4 We cannot be held responsible for the breakdown of mechanical equipment such as pumps or boilers, nor for the failure of public utilities such as water, gas and electricity.

20.5 We cannot be held responsible for noise or disturbance originating beyond the boundaries of the property or which is beyond our control.

20.6 We cannot accept responsibility for events out of our control such as bad weather, delays caused by carrier companies, breakdown of domestic equipment.

20.7 Local wildlife is included in the price and is not optional.

21 Use of Kayaks/ Boat

Use of our Kayaks and boat are entirely at your own risk. Owners of La Roque will not accept any liability for material damage or personal injury or death sustained in conjunction with or prior to, during, or after using the boat or kayaks. Users are entirely responsible for their own safety, whether afloat or ashore, and nothing reduces this responsibility. It is for the user to decide whether it is safe to use the kayaks or boat. Users agree to not make the owners responsible for any loss, damage, death or personal injury, however it may have occurred.

Weather and river levels/ flow are out of our control. We do not offer refunds for non usage of the kayaks/ boat. Refunds are only made in the event of faulty equipment

22 Legal

This contract shall be governed and construed in accordance with the Law of England and Wales and the English Courts alone shall have jurisdiction in any dispute.