

TERMS AND CONDITIONS

For any further information please contact us at: bookings@loireindulgence.com

You must agree to the terms and conditions outlined here before signing the booking form and paying any fees.

1. Payment

- 1.1. Bookings will only be confirmed on receipt of a signed booking form and payment of the deposit, or if the booking is being made less than 6 weeks from the check-in date, the full rental amount.
- 1.2. Any deposit paid is non-refundable.
- 1.3. The full rental amount must be paid 6 weeks prior to the check-in date. If this amount is not paid on time, the right is reserved to cancel the booking in which case any deposit paid is forfeit.
- 1.4. A cleaning and laundry fee of €75 per booking is already included in the booking amount.
- 1.5. A security/damage deposit of €200 will be required, in cash, on arrival at the property. This will be refunded following an inspection on departure should there be no damaged or missing items or additional cleaning required. Should this not be the case, the security/damage deposit will be retained for a period long enough to rectify any damage or loss, with the remainder returned not later than one month from the date of departure.
- 1.6. Payments are to be made as described on the booking form and email correspondence.
- 1.7. If required by your bank, all bank transfer fees are the responsibility of the person making the booking. The owner will not accept paying bank transfer fees.

2. Cancellation

- 2.1. Rental fees are non-refundable once paid. In the case of a cancellation prior to arrival following payment of rental fees in full, if the owner is able to re-book another guest for the entire time of the booking made, a refund will be available less the deposit amount paid and any administration fees and discounts offered to secure the new booking.
- 2.2. The owner advises guests to obtain travel insurance.
- 2.3. A cancellation can only be accepted from the person who signed the original booking form.
- 2.4. Early departure will not result in any reimbursement whatsoever by the owner.
- 2.5. In the unlikely event that the property ceases to be available for the period of the booking, a full refund for the period the accommodation is unavailable will be provided.

3. Liability

- 3.1. The renter agrees to accept liability for any damages caused to the property, or any items making up part of this booking, by them or their guests, including but not limited to, damage to the building in any way, damage to any appliances and/or equipment furnished, or any other items supplied as part of this agreement. If damages are in excess of the security/damage deposit being held, the renter agrees to reimburse the owner for costs incurred to repair/replace/clean or rectify any damage caused.
- 3.2. The renter and their guests are required to look after the property and its furnishings. If this is not complied with, the owner reserves the right to evict them and their guests. In this case, no refund of rental fees will be provided whatsoever.
- 3.3. The property is provided as described on the website (www.loireindulgence.com). The property has two stair cases which can be difficult to climb if guests are not able bodied. The owner accepts no liability for injuries that occur whilst the renter or their guests are using the property.
- 3.4. The owner accepts no responsibility or liability for any other loss, damage or expenses incurred of any kind by the renter or any of their guests in connection with the property or the items supplied.

4. Arrival

- 4.1. The property is located at 5 Rue de la Paix, Saint Aignan sur Cher, 41110, France.
- 4.2. Time of arrival on the check-in date will be after 5:00pm and before 8:00pm unless otherwise agreed beforehand. This allows for changeover and cleaning after previous guests. Check-in time can otherwise be negotiated at the time of booking.
- 4.3. Contact must be made with property manager on the date of arrival, at least 1 hour prior to arrival, to ensure you are met at the property and access to the property can be provided.

5. Departure

- 5.1. Time of departure on the check-out date will be before 11:00am.
- 5.2. Guests are required to leave the property in the state of cleanliness, general repair and order in which it was found. Additional charges will be taken from the security/damage deposit if additional cleaning is required.

6. Other Items

- 6.1. The property may be occupied only by the number of persons agreed on the booking form.
- 6.2. The owner, property manager or other representative, shall have access to the property at any reasonable time during any occupancy, including for the purpose of undertaking any urgent repairs or works.
- 6.3. Smoking is not allowed in the property.
- 6.4. No pets are allowed in the property.
- 6.5. Furniture and items provided in the property are not to be removed from the property.
- 6.6. Renters and their guests should refrain from allowing anything capable of blocking the drains from entering any drains, failing which the renter will be liable for any costs incurred in repairing any damage.
- 6.7. A telephone is provided to allow the renter to make standard calls to fixed lines only to the following destinations free of charge:
 - i. France metropolitan.
 - ii. Austria, Andorra, Belgium, Bulgaria, Croatia, Denmark, England, Germany, Hungary, Iceland, Latvia, Lithuania, Malta, Poland, Czech Republic, Romania, San Marino, Slovakia, Slovenia, Turkey, Scotland, Spain, Finland, Greece, Northern Ireland, Southern Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Norway, Netherlands, Wales, Portugal, Sicily, Sweden, Switzerland and Vatican.
 - iii. Republic of South Africa
 - iv. Canada, United States, Bahamas, Bermuda, Dominican Republic, Mexico, Panama, Puerto Rico, Argentina, Brazil, Chile, Colombia, Peru and Venezuela.
 - v. Australia and New Zealand
 - vi. China, Hong Kong, Bahrain, Bangladesh, Brunei, Guam, India, Jordan, Macau and Saipan
 - vii. South Korea, Japan, Malaysia, Israel, Russia, Singapore, Taiwan, Thailand, Indonesia and Vietnam

Calls to other countries or to mobile phones, premium numbers, paging services or any other numbers are strictly forbidden. It is the responsibility of the renter to ensure that any calls made are to standard fixed lines only and only to destinations listed above. Any calls made that incur a cost will be at the expense of the renter and will incur an additional administration charge of €10 on top of the cost of calls made. It is the responsibility of the renter to ensure that any calls made are to those provided free of charge and that any other calls will incur a significant cost to the renter.

- 6.8. Provision of television, telephone and internet are reliant on availability from external service providers.