

General terms and conditions – La Source Holiday Homes

Art. 1: These general terms and conditions apply to the rental contract signed by you and the owners.

Art. 2: The rental agreement applies to the temporary use of a holiday house and is ruled by French law. A contract between you and the owners will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown in the rental agreement. The contract binds you & all the members of your party.

Art. 3: duration of stay: as established in the agreement.

Art. 4: validity of the booking: your reservation is confirmed as soon as we have received a signed contract and a non-refundable deposit of 25% of the holiday price. The deposit is payable at the time of booking. Bookings made less than six weeks before your arrival date must be accompanied by the full amount of the holiday charge, if requested the refundable damage deposit. The guest may in no circumstance re-let or sublet the property, even free of charge.

Art. 5: cancellation by the guest:

All cancellations must be immediately notified by telephone and then in writing.

We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.

Refunding the balance

Groupe rentals:

Cancellation until 120 days before arrival: 100%;
cancellation between 120 and 90 days before arrival: 75%;
cancellation between 90 and 60 days before arrival: 50%;
cancellation later than 60 days before arrival: no refund.

Rental individual house:

Cancellation until 60 days before arrival: 100%; cancellation between 60 and 30 days before arrival: 50%; cancellation less than 30 days before arrival: no refund.

In case you not arrive within 24 hours after de agreed arrival date, this agreement will be annulled and the owners dispose of it again to rent out to other guests. There will be no refund.

Should you shorten your stay, the rental price remains acquired by owner, there will be no refund of costs already paid.

Art. 6: cancellation by owner: your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

Art. 7: arrival: tenancies normally commence at 4 PM unless otherwise agreed and guests are required to vacate the apartment either before 10 AM (week rentals) or by 6 PM (weekend rentals) on the day of departure. This allows the

accommodation to be thoroughly cleaned and prepared for incoming guests.

Art. 8: payment of balance: the balance must be paid so as to arrive no later than the date agreed in the contract. If the balance is not received by the due date, then your holiday will be treated as a cancellation and you will remain liable to pay the balance of the rent.

Art. 9: inventory: upon your arrival we will walk through the house and establish an inventory of the general state of the house.

Art. 10: This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.

Art. 11: damage Damage deposit – In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.

The security deposit will be returned within 14 days of the end of your holiday less the cost of damage/breakages.

Damage to property – Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage found.

Art. 12: number of persons using the accommodation

The number of persons using the accommodation at any time must not exceed the number as mentioned in the agreement and only those people listed on the booking form can occupy the apartment. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.

Art. 13: pets: Pets or smoking indoors will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by pets or smoking will be at your expense.

Art. 14: additional and optional costs:

at the end of the stay all additional costs incurred will be paid to the owners.

Art. 15: conflicts: in case of a conflict, the Tribunal de Boulogne sur mer will be the competent instance.

Art. 16: We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.