

TERMS AND CONDITIONS OF ESCAPE to CHARENTE.

Otherwise known as – www.escape2charente.com , www.escapetocharente.com or www.gitecharentaise.com

1. DEPOSIT - We ask for a 25% non-refundable deposit, due within one week of making your booking confirmation. If we do not receive your funds within this time we will make every effort to make contact with you, after this point the dates will become available again.

2. BALANCE - The balance (75%) is due '**2 calendar months**' before your rental starts and is non-refundable once payment has been made, save where we are at fault
- please obtain travel insurance.

3. DAMAGE WAIVER - We ask for a damage waiver (security deposit) on arrival in cash Euro's. This is returned to you less the cost of any damage or outstanding dues - if any - after one week has passed from your departure. The price of this is found on the tariff page. Refund is made via bank transfer.

4. GITE CLEANING - We clean the Gite in-between bookings (changeover day) and ask for you to leave the accommodation in the condition you found it in. If you wish you can leave the cleaning to us at a cost found on the tariff page. Gite cleaning throughout your stay is also possible please see our tariff page. For holidays of 2 weeks or more we will provide you with clean linen at the end of every week.

5. THE SWIMMING POOL - The pool is 1m to 1.2m deep so there is a strict no diving policy. **Children must be accompanied by an adult at all times whilst in the pool enclosure.** The security gate must always be kept closed and never wedged open even if you are not holidaying with children yourself – **This is the law!** -
The pool is shared with the owners on occasions.

6. INCLUDED - Prices include gas and electricity for cooking, lighting, hot and cold water. Heating is included in the price for October through to May. Cots and high chairs and bikes are available, free of charge, on request. Prices include bed linen (pillowcases, duvet covers and mattress sheet) & towels. Beach towels may be hired (see tariff for prices) per person / per towel / per day, for a minimum rental rate of 7 days. Some dishwasher tablets and toilet rolls are provided after these run out you can buy more from us if you wish.

7. CHANGEOVER - We do not have a particular changeover day (unless stated otherwise), this is chosen by you. However we do need to ask that you do not enter the Gite before 14:00 on the day of arrival (unless prior arrangements have been made) and ask that you vacate the Gite at 11:00 (unless prior arrangements have been made) this is to allow for cleaning of the Gite. If you need to change these times please ask.

8. SMOKING - All accommodation and the pool enclosure is non smoking. If you do smoke outside the Gite please close the doors as the smell of smoke is very difficult to get rid of this could affect your security deposit being refunded in full.

Continued – see page 2.

9. MOBILE PHONES - It is asked that mobile phones are used with the consideration of others (noise pollution).

10. LIMITATION - The loan/hire/rental of bikes, guided walks, bike tours, accommodation, usage of pool, injury, theft, etc, is at your own risk (please take out the necessary travel insurance).

11. INTERNET – We provide free Internet via wifi. At present the supply is via satellite and is generally a good service although only 1MB. We do not offer this as a guaranteed 100% uptime service, however in times of downtime we will do our best to resolve any problems. This service is provided for the use of checking emails and internet research of places to visit etc. It is not for the downloading of music or videos. Please be aware our network stores information about it's users therefore if an illegal download takes place we have access to information which we will pass on to the necessary authorities if need be.

We are happy to discuss any points to explain further if necessary and hope you find our terms reasonable.