

Terms and Conditions

Full terms and conditions for Gîtes Les Deux Lièvres, Lieu-dit Peyremorte, France.

These terms and conditions may be changed at any time.

Terms used

In these terms and conditions:

- 'you/yours' refers to the hirer and his/her party
- 'we/us' means Gîtes Les Deux Lièvres/Kathryn Smith and Adrian Sheard
- 'gîte' refers to the gîte building, the grounds, the front drive, the swimming pool and any services provided by us
- 'late booking' means a booking made less than 6 weeks before the date of arrival.

Accessibility

Due to the age of the buildings, the Gîtes Les Deux Lièvres are not accessible to people with reduced mobility.

Booking directly with us

For direct bookings we only accept on-line payments using our web site.

When booking direct with us a non-refundable deposit of 30% is required at the time of booking (full payment is required when making a late booking). Any remaining balance needs to be received no less than 6 weeks prior to your arrival. Your booking is secure once we have received a completed booking form and deposit (or full payment for late bookings). No reservation will be made until the completed booking form and deposit have been received. As the deposit is non-refundable we strongly advise you to take out holiday cancellation insurance. If you cancel because one or more of your party has, or your travel arrangements are disrupted due to, COVID 19 (or any other pandemic virus) we refer you to your travel insurance company since any booking is now made in the full knowledge of these risks.

Non-payment of the outstanding balance

Failure to pay the outstanding balance by the due date, 6 weeks prior to your rental start date, will result in your rental being suspended and the gîte will be put back up for rental until payment is received. Should the gîte be re-let and your balance subsequently received, your balance payment will be refunded. We therefore recommend that you contact us as soon as possible if you have a problem getting the payment to us in time.

Booking through third parties

When booking through a third party site, e.g. Booking.com, etc., the exact amount payable at booking will depend on the terms and conditions of that site.

Cancellation by you

Late bookings: there will be no refund made.

Other bookings: if you cancel up to 6 weeks before your rental start date we will retain your full deposit, but no further charges will be made.

If you cancel less than 6 weeks prior to your rental start date after making full payment we will retain the full payment.

Cancellation by us

In the unlikely event that we have to cancel your stay then we will do the following:

- Attempt to make alternative arrangements for you in similar accommodation near-by. In this case you will be refunded in full
- Attempt to arrange an alternative date for your stay. Should this be in a higher priced time there will be no additional charge and should it be in a lower priced time will refund the difference
- If no alternative can be made we will refund your payment and deposit in full.

Our rights

Our rights include, but are not limited to:

- Refusing to accept any booking at our sole discretion
- Entering the accommodation at any reasonable time and for any reasonable cause. We will try to let you know if we need to do this. For stays longer than a week we will clean the gîte each Saturday at a mutually agreed time
- Refusing entry to your friends/visitors
- Charging for non-trivial damage howsoever caused
- Claiming from you for any loss of future business as a result of damage resulting from your stay here, by you or your guests/visitors, howsoever caused
- Terminating the rental agreement immediately and without compensation or refund if:
 - You damage the accommodation, are excessively noisy or disturb others
 - We reasonably suspect you are breaking the law
 - You allow anyone extra to stay in the gîte without our permission
 - You do not comply in full with these terms and conditions.

Our liability

We shall not be liable for any death or injury or for damage to or loss of your personal property occurring whilst you rent Gîtes Les Deux Lièvres. Please ensure that all your valuables are covered under your household insurance. Your vehicles and contents are left at your own risk.

In the event of circumstances beyond our reasonable control e.g. (but not limited to) fire, flood, exceptional weather conditions, loss of electricity/internet connection, disease outbreaks, industrial disputes etc. we shall not be liable for any resulting costs, losses or damages suffered by you (including the cost of securing alternative accommodation) nor for our failure to undertake our obligations to you. However, in appropriate cases, we will refund your payments to you.

You use our grounds and facilities at your own risk. You should expect to encounter some potential minor hazards such as uneven ground, mud, etc. We expect you to exercise caution around the swimming pool and to supervise any children using the swimming pool or grounds. We cannot be held responsible for any injury to you. Please leave any gates as you find them.

Security

During your stay you are responsible for the keys to the gîte and therefore you are responsible for ensuring that all doors and windows are closed and locked when you are not in residence.

What is included in the price

The following are included in the price you have paid:

- Rental of the gîte for the time specified and for the number of people specified on the booking form up to the maximum stated capacity
- Parking for one vehicle – please contact us if you wish to park an additional vehicle/trailer (we do not allow charging of electric vehicles)
- Use of the garden and swimming pool
- Up to 10 kWh of electricity per day - any amount above this will be charged at the current tariff
- Bed linen and towels for the number of people booked, a tea towel and a bath mat
- Free Wi-Fi – You may surf the net and use the Internet to keep in touch with friends and family. Please do not use the Internet for business purposes or excessive downloading. Internet speed and access are subject to provider availability - we cannot be held responsible for the speed of the Internet or if no Internet is available during your stay. This is rural France and weather conditions mean that we have Internet interruptions here. Do not attach or connect equipment to our satellite TV system without our explicit prior permission.

Your responsibilities

Your responsibilities include, but are not limited to:

- Ensuring that only the number of people for whom the booking is made stay in the gîte
- Informing us if you have any occasional friends or visitors coming to the gîte. You are responsible for your friends or visitors at all times when at the gîte or in the grounds (the gîte cannot be used as a base for a party)
- Ensuring that any friends/visitors at the gîte comply fully with these terms and conditions
- Reporting to us any breakages or missing items (you will not normally be charged for minor damage or breakages)
- Keeping all furniture, fittings, linens, towels and effects in the same good condition as they were found. If not, an extra cleaning charge will be incurred
- Ensuring the BBQ is safely extinguished at the end of the evening and cleaned. If not, an extra cleaning charge will be incurred
- Ensuring that household glasses or crockery are not used on the BBQ or around the pool
- Taking sole responsibility for the security of your own bikes if you choose to bring them.

Guests in the gîte are at all times responsible for any children also staying (or visiting).

Do not add any glass bottles/jars etc. to the bin as the refuse collector will not take any bags containing glass:

- Unbroken glass bottles can be taken to the tri-selective bins in the hamlet
- Broken glass/crockery can be given to us for safe disposal

Arrival and Departure

The accommodation is available from 16:00 on your rental start date.

You must vacate the gîte by 10:00 on the final day. You will be liable for any losses incurred as a result of delayed departure and will be charged 40 euros per hour (or part thereof) delay in leaving the gîte.

Changeover day is normally Saturday – for short breaks (outside the high season) arrival and departure dates can be arranged to suit you (within reason and subject to availability).

The gîte is for holiday use only – neither you, nor any person allowed into the property by you, has the right to remain in the accommodation beyond the agreed departure date.

Damage deposit

We will ask (by email the day before arrival) for a damage deposit to be authorised against your payment card. This will be released to you in full (minus the cost of any excessive use of electricity) once it has been determined that no damage or breakages have occurred.

On departure the gîte should be left clean and tidy ready for the arrival of the next guests. Everything should be put away, the washing up done and all rubbish removed.

We reserve the right to retain all or some of the damage deposit should the gîte be left excessively dirty or damaged. This includes deep cleaning of the swimming pool due to excessive use of sun cream.

Smoking

Smoking (including e-cigarettes) is not permitted in the gîte but you are allowed to smoke outside if you so wish. Please dispose of your cigarette ends thoughtfully.

We reserve the right to charge an extra cleaning cost if we deem the gîte to have been damaged by smoke fumes. This damage may include (but is not restricted to) smells and odours, stains, marks or cigarette burns to floors, walls, ceilings, furniture and fittings or linens and towels.

Email contact

Please read our GPDR and Privacy Policy at the bottom of these terms & conditions.

Pets

We do not accept any dogs, cats, birds or other animals at Gîtes Les Deux Lièvres under any circumstances. We have guests who may have allergies to pets. If you ignore this and bring any pet you will have to secure pet boarding accommodation elsewhere, and you will not be permitted to bring the pet onto the premises.

Complaints

Should you have any complaints with regard to your stay at the gîte you must inform us at the time of the complaint and without fail before you leave. This includes, although is not limited to, dissatisfaction with the gîte and accidents to you or any in your party whilst at the gîte. If you encounter any problems with the gîte please let us know as soon as possible and allow us suitable time to rectify the problem. We cannot consider any complaint brought to our notice after you have left.

GDPR & Privacy Policy

The European regulation No. 2016/679 of 27 April 2016, or General Data Protection Regulation (GDPR), came into force on 25 May 2018. This is a European wide law and as such affects how we use and store information we receive from guests and enquirers. It covers all data, whether electronic or paper based.

We use cookies on our website (cookies are data placed on your computer to collect standard internet log information and visitor behaviour information). This information is used to track visitor's use of the website and to compile statistical reports on website activity. You can set your browser not to accept cookies (see www.aboutcookies.org for more information).

What information we collect from you

When you make a booking with us we collect the name, address, email address and telephone number of the person making the booking.

How we use the information you give us

We may use your email address to send you a booking confirmation and answer any queries you email us. We may send you a follow up email after your stay to thank you for staying, asking you to leave a review or feedback and details of how to stay in contact with us. We will also add details of how you can keep in touch with us on social media should you wish to do this. We do not need explicit consent for this.

We will not use your telephone number unless we need to contact you urgently or if we cannot reach you by email.

Marketing

We don't run a newsletter or use Mailchimp. We use our own web site, Facebook and other providers to market our gîte. We will not add you to a marketing mailing list nor will we pass your details to any third party.

Access to your information

You have the right to request a copy of the information we hold about you. If you would like a copy of this please email us at contact@peyremorte.net.

Right to be forgotten

All customers have the right to ask us to remove their details from our records. However, this does not override the legislative requirements (e.g. the Fiche Individuelle form – see below).

We are also required by law to keep financial records for 7 years, so guests cannot ask to be erased from these financial records.

If you book directly with us and complete a booking form, then be assured that your details are kept securely on our system via password controlled entry and are not used for any other purpose or shared with any other person or business.

If you book via one of our booking partners, for example booking.com, they also have to comply with GDPR regulations and will have their own safeguards and policies.

Similarly, if you choose to follow us on social media (e.g. Facebook), we don't need your consent as you will have already accepted the terms & conditions on that platform.

Notification of Data Breaches

The GDPR requires us to notify the Information Commissioner's Office within 72 hours of first having become aware of the breach where that breach is likely to "result in a risk for the rights and freedoms of individuals". For any breach, we are required to notify the customers "without undue delay" after first becoming aware of a data breach.

Fiche individuelle de police pour les touristes étrangers (fiche d'hôtel)

Legally we are required to ask non-French guests to complete the French Fiche Individuelle form, which we have to keep for 6 months from date of arrival, after which the form, and the information contained on it, is destroyed by us. Only the local police can ask for the details on this form.