

Le Vieux Café - Terms and Conditions.

Property: Le Vieux Café, Donazac, France.

Owner/Owner's Representative: The Owner is the legal and the Owner's Representative is the person allocated by them to give access to the Property and inspect the Property upon departure.

Customer: This will be the person who makes the booking.

Rental Period: The booking period is that which is stated in your Confirmation Email during which you intend to occupy the premises for holiday purposes.

Contract: The dates and booking are confirmed upon receipt of your cleared Deposit funds. Deposit Funds should be deposited within 5 working days of making the provisional booking of the Property.

Deposit: A 25% deposit is required to confirm a booking. This deposit is non-refundable.

Outstanding Balance: The balance is due 8 weeks before the date of your arrival. We cannot refund your payment if you cancel after this 8 week point. You can pay in stages as long as the deposit and final payment are made on time.

If the Outstanding Balance is not paid 8 weeks before the Date of Arrival the Booking shall be considered cancelled. The Owner shall not be obliged to issue reminders for any amounts due. It is the responsibility of the Customer to ensure all payments are made on time.

If, for reasons beyond the control of the Owners, the Property becomes unavailable for the Rental Period, all monies paid will be refunded in full.

During the Rental Period: The Customer shall not allow the Property to be occupied by more than the maximum number of guests stated on the Confirmation email. The Owner or Owner's Representative will have the right to enter the Property at all reasonable times during the day (by appointment, save in the case of emergency) for the purposes of inspection and repair of the property and its equipment, fittings and contents. The Customer shall occupy the property for holiday purposes and no other.

Pets: The Customer shall not allow any pets to stay or enter the property.

Smoking: The Property is a non-smoking household. The Customer shall not allow anyone to smoke inside the Property, nor to litter the exterior area around the property with evidence of smoking.

Customer Obligations: To pay for any loss or damage to the property they may cause (reasonable wear and tear excluded).

To keep and leave the Property and all furniture, fittings and effect, in or on the property, in the same state of repair and condition as the commencement of the Rental Period, and to leave the property in the same state of cleanliness and general order in which it was found.

Arrival: When possible, the Property will be made available to coincide with Customer's travel arrangements. However an additional charge may be made for Out of Hours access if necessary.

Departure: The Property must be vacated by the time preagreed with the Owners Representative. In the event of a dispute, this shall be deemed to be 11am on the last day of the Booking Period.

Complaints: We have never had any complaints and hope you are not the first. However, in the event of a Complaint please contact the Owner's Representative immediately so that they can investigate and offer a solution. If the Customer vacates the property prematurely as a result of any alleged dissatisfaction, or makes any claim upon return home from the Property, and has not followed this procedure, then no liability for any subsequent claim will be accepted or correspondence entered into.

Amenities: The use of amenities, where offered, is entirely at the risk of the User. The Owner/Owner's Representative will not accept responsibility for loss or damage to the Customer's belongings, personal injury or loss of life. Availability of amenities cannot be guaranteed.

Le Vieux Café is a home. Please treat it and leave it as you would wish people to leave yours. We wish you a wonderful holiday.