

## My-Villa Booking Conditions

1. Within eight weeks of the booked arrival date, payment in full must be made to secure a reservation. Otherwise, a deposit of 25% secures a booking. These payments are not refundable. A telephone, email or Internet reservation will be held for three days until the required payment is received.
2. Non-refundable payment in full is due eight weeks before the booked arrival date.
3. A security payment of 1000 euros (or £900, or \$1400) against damage and the cost of telephone calls is payable two weeks before the arrival date. In the case of no damage at the property this payment is refundable in full minus the cost of telephone calls made. Charges for damage are strictly at repair or replacement cost. Liability for damage and the cost of telephone calls is not limited to 1000 euros (£900/\$1400), we reserve the right to recover all costs for phone calls and damage to the property.

Bookings are accepted on condition that the client pays for any telephone calls, damage and/or breakages in or to the property, for which the client is responsible, including such damage as may be discovered after the client's departure. We reserve the right to deduct costs for these from the security payment.

4. The client(s) (whoever books and/or pays for My-Villa) is responsible for any accident or personal injury arising from any action of a member of the client's party. The client's party is defined to be:
  - a) The client and persons staying at the premises.
  - b) Any person invited to the premises.
5. The client accepts and acknowledges that a swimming pool can be dangerous, especially for children. The client hereby provides an assurance that members of the client's party will act responsibly in and around the pool area and further assures and agrees that children in and around the pool area will be fully supervised at all times.

The pool must be cleaned and maintained, during which times access to the pool will be limited or curtailed. Cleaning will be once or twice per week, sometimes more often, sometimes impromptu, and will take between one and two hours, sometimes longer, all depending on weather conditions.

6. Animals are permitted by prior arrangement only. This is normally not a problem, please consult.
7. The villa is alarmed. When left unoccupied, even for a short period, all shutters, French windows and the front door must be closed and locked and the alarm set. Failure to lock, shutter and alarm the villa will render the villa's insurance null and void and we reserve the right to recover any loss under such condition from the client. Each evening and during the night please close the gates at the top of the drive, to keep wild boar off the premises - wild boar cause major havoc and damage to gardens.
8. All year round there is a weekend cleaning visit, either a normal clean plus a change of linen and towels, or an end of stay clean.
9. Arrival and departure.
  - a) All times are quoted in local French time, which is normally one hour ahead of UK time.
  - b) You are asked to arrive between 4:00 p.m. and 7:00 p.m. and depart by 10:00 a.m. on the allotted days. We are not responsible for any situation arising from arrival or departure outside the specified times. For possible arrival or departure outside of these times, please consult with the owners at least 24 hours in advance, so that mutually acceptable arrangements can be made. On your day of departure, please ensure that all bedrooms, shower rooms and bathrooms are cleared, including baggage, by 09:30 a.m., so that our cleaning staff can commence their work in the bedroom areas. Please note that should a concession be made whereby you leave the villa after 10:00 a.m. on your day of departure, bedrooms, shower rooms and bathrooms must still be cleared by 09:30 a.m.
  - c) Please leave the property as clean and tidy as you found it upon arrival. We reserve the right to make deductions from the security payment should the property be left unduly untidy or dirty.

10. Limit of responsibility and 'force majeure'. We accept no liability for temporary or prolonged interruptions outside our control to utility services, such as water, electricity, telephone and Internet. We endeavour to have failed electrical equipment repaired or replaced as quickly as possible. Failed equipment or non-provision of facilities such as Internet access and VoIP telephone service does not constitute a breach of our responsibility. Under circumstances of 'force majeure', such as illness or other personal crisis, the mid week cleaning visit may be withheld without notice. We reserve the right to provide space for only a single car in the garage, should circumstances dictate this. No recompense will be due for any instance of any of the foregoing situations arising. We make no claim, implied or otherwise, that the safe is suitable for the storage of valuables, use of the safe is entirely at the risk of the client's party.