

La Porte Bleue, Gensac

Terms & Conditions

1. Agreement

These are the Terms & Conditions of the agreement made between Amy of La Porte Bleue, Gensac and Guests. Upon receipt of the Security Deposit, they are deemed to have been read, understood and accepted by all guests.

2. Brochure & Accuracy

Every effort has been made to ensure that all advertising material is accurate at the time of publication, however the owners cannot be held responsible for changes or matters outside their control. All information is given in good faith but no warranties are made regarding information provided, either written or oral.

3. Reservation & Payment

Reservations are secured upon receipt of the agreed deposit. This payment will be retained as a security deposit and returned to you in full* (*subject to any necessary deductions) within 7 days of departure, usually by bank transfer. Payment of the full balance of the reservation monies must be made six weeks before arrival. The security deposit is not returnable in the event of cancellation, although every effort will be made to provide alternative dates.

4. Cancellation

We recommend that guests take out insurance to protect against the risk of cancellation. There will be no refund for cancellations within six weeks of arrival date. In the very unlikely event that the cottage is unavailable on the day(s) stated due to unforeseen circumstances, every attempt will be made to relocate guests. If this is not possible, all monies will be refunded without question but no further liability shall fall upon the owners.

5. Prices

Prices are inclusive of Tourist Taxes, electricity* (*an excess of 50 units per week will be chargeable), gas, water, internet and the provision of bed linen, tea towels, towels and pool towels. Under no circumstances may the notified number of guests per reservation be exceeded. Additionally, non-notified guests will be charged at €100 per night.

6. Guest Responsibilities

The cottage will be clean when you arrive and guests are asked to leave it clean & tidy upon departure. We know breakages occur and its very helpful if you can let us know so we can make sure everything is replaced for the next guests. You are welcome to arrive any time after 16:00hrs and departure is 11:00hrs so we can prepare for the next guests. If you expect to arrive after 19:00hrs please telephone +33 (0)6 49 21 58 76. We provide a handbook with relevant details about the property as well as local information which we hope you will find helpful; please take the time to leaf through.

7. Complaints

Every possible effort is made to ensure the household furnishings, equipment and pool are in good order. We rely on our guests to bring matters to our attention if any issues arise. In the event of any unforeseen calamity we will do everything in our power to resolve problems. However, if issues remain unresolved we cannot accept any liability. Should it become necessary we retain the right to enter the property at any reasonable time to deal with any complaints and to carry out any urgent repairs.

8. Swimming Pool - Open all year round. Heated between May & October – c.7m x c.3m x c.1.3m.

The pool is for exclusive use by Guests during their stay and is fitted with a safety alarm. Jumping in is fine but no diving as the pool is just c.1.3m deep. Children/non-swimmers need to be under adult supervision at all times. Picnic ware is provided for use around the pool, please do not use glass around the pool for safety reasons. Fake tanning products are an absolute no-no as they stain the pool liner and furniture.

9. General

Please do not smoke anywhere on the premises. Vehicle parking (public/free & very nearby) is at owner's risk. We will happily arrange to store your bikes/baby buggy etc. in our garage upon request.

10. Amy reserves the right to review and revise this agreement and its terms & conditions. A breach of this agreement or any of these terms may result in the forfeiture of the security deposit and, if necessary, further charges may be levied.

11. Use of all internal and external facilities including the swimming pool are deemed to be entirely at guests' risk.

12. Pets/Animals

Absolutely no pets are permitted anywhere on the premises.

March 2020