

Villa Vol au Vent, Marseillan

Terms and Conditions of Reservations

1. **Options** – Should you be permitted an option this will be for a period of seven days in order to allow you to arrange bank transfer of your booking deposit, once this time has elapsed we reserve the right to rebook the villa.
2. **Booking Deposit** – A booking deposit of 25% of the value of your booking is required in order to confirm your booking. Once this has been received we will issue a receipt for this payment along with a statement of account informing you when your final balance is due for payment.
3. **Security Deposit** – A security deposit of 500 Euros will be required to be paid by bank transfer with your final balance. Once we have conducted an inventory check of the property your security deposit will be returned to you by bank transfer providing there is no reason for part or total retention. You will be informed in writing of any deductions for breakages or other items.
4. **Final Balance** – Your final balance will be due eight weeks prior to your departure, you will be sent a reminder however should you fail to settle your final balance on the due date we will presume that you do not wish to proceed with your booking and we shall treat this as a cancellation of your booking.
5. **Items Included/Excluded** – The weekly rental charges paid are fully inclusive of all utility charges, air conditioning, pool heating (excluding winter months). In terms of linen bed linen and one bath towel will be provided per person along with hand towels for the bathrooms and tea towels for the kitchen. You should ensure you bring your own swimming towels. Guests staying for two weeks will receive a change of bed linen and towels for their second week. Please note that Taxe de Sejour charged by the local authorities is NOT included and will be charged extra at 98 cents per person per night (children under 13 years are free of charge).
6. **Cancellation** – Your booking deposit of 25% is non-refundable and will be forfeited should you decide at a later date not to proceed with your booking. Should you cancel your booking 8-12 weeks before departure we reserve the right to charge a cancellation fee of 50% of the value of your booking, you will be invoiced for an additional 25% and this should be paid within 7 days. Should you cancel less than 8 weeks prior to your arrival we reserve the right to charge 100% cancellation charge. We therefore strongly suggest that you take out suitable travel insurance to insure against the eventuality of cancellation.
7. **Bank Charges** – Banks usually levy a charge for inter bank transfers, all bank charges are the responsibility of the sender and you should therefore ensure that instructions are given clearly to your bank that the exact amounts due are credited to our bank account.
8. **Arrival** – The property will be made available to you from 4pm on the day of your arrival, this is to ensure sufficient time to prepare the villa for your arrival, should you have any special requests for access prior to this time please let us know and we will do our utmost to assist however we cannot give any guarantees that we will be able to comply.
9. **Complaints Procedure** – In the unlikely event that you do discover any faults or have any cause for complaint this must be brought to the attention of our local agents immediately so that we can rectify the situation as quickly as possible. In the event that you still feel that these matters have not been addressed correctly during your stay you need to notify us in writing within seven days of your return.
10. **Swimming Pool** - Our swimming pool is equipped with a childproof entry system that complies with EU law. In using the swimming pool you accept to follow the instructions supplied and use this security system at all times for the protection of your party. The advertiser declines any responsibility for any incidents regarding non use of this equipment
11. **Pets** – Please note that no pets or animals of any sort are permitted in the villa

12. **Occupancy** – The Villa is let for a maximum of 11 guests and you will be asked to confirm the configuration of your party at the time of booking.
13. **Smoking** – The Villa is designated as a non-smoking property and therefore smoking is not permitted within the Villa, we would ask you to comply with this request out of respect for other guests.
14. **Departure** – On the day of your departure you will need to vacate the property by 10am, in order to assist us it would be greatly appreciated if you could strip all bed linen from the beds and pile this up in the entrance hall of the villa ready for collection. We also expect you to ensure that all bins are emptied from the kitchen and bathrooms and that you have swept the floors.
15. **Acceptance** – By making a booking with us you are agreeing to abide by these terms and conditions and are presumed to have read and accepted them.