

We feel it is only correct that you may have some Booking Conditions in order to avoid any misunderstandings or disputes. That is quite normal even when booking directly with owners or the owners representative.

**Payment** A booking is confirmed in writing once the deposit of 25% has been paid and we have received a completed reservation form from you. This then forms the contract between yourself and the Property Owner and Affinity Villas who are working on behalf of the property owner for the promotion of their property. Your balance is due no later than 8 weeks before your arrival at the property. Failure to pay the balance by the due date could be regarded as a cancellation and you may be liable to pay the cancellation charges in full - which would be 100%. Please note the additional payment for the Security Deposit detailed in the appropriate section below. If your arrival date is within the 8 week period, then full payment is required to confirm your reservation. Once we have received your full payment for your holiday, you will be sent your directions and arrival information for your holiday.

**Cancellations and charges** - If you need to cancel your holiday after paying your deposit then the following charges will apply

More than 8 weeks prior to arrival - no charge but the owner reserves the right to retain the deposit unless the property is re-let. Your deposit will then be refunded - if it is re-let at a discounted price then your refund will be reduced by the same amount.

4-8 weeks prior to arrival - 50% of the total rental rate

2-4 weeks prior to arrival - 75% of the total rental rate

Less than 2 weeks prior to your arrival date - 100% of the total rental.

In all circumstances a 50 Euros administration fee will be deducted from any refund.

**Security Deposit** It is a condition of the contract between yourself and the Owner that you provide proof of Travel Insurance in order to be sure of Third Party Insurance cover during the rental of the Property. Also as part of the conditions of your reservation we need to hold a Security Deposit on behalf of the owner to protect against any unforeseen damages or breakages during your stay. You will be advised of the amount when we confirm your holiday. The Security Deposit should be paid in Euros on the day of your arrival or can be paid in Sterling for clients with a UK Bank account and must be received no later than one week before your arrival date. If the Deposit has not been received by your day of arrival then we will insist on the Euro equivalent on arrival or you may risk a delay in entry of the property until it has been paid. Once your holiday is over we will advise you if there are any deductions to be made either because of damages or breakages or additional charges incurred during your stay. The Deposit will be transferred back into your bank account, or your Euro cheque returned to you by post. It can occur from time to time that damages may be missed when you check out and in this event we will provide you with photographic verification. In such cases we undertake to advise you immediately on your return home and the appropriate deduction will be made from your deposit and the balance returned to you. The Property Owner reserves the right to pursue the costs of any damage or breakages caused during your stay but not covered by the Security Deposit. Such damage or breakage may include the cost of emptying a Septic Tank in the event of blockage after your stay in the villa - please read the paragraph appertaining to this matter below.

**Damages and Breakages** - If you inadvertently break or damage anything during your stay you may be held liable for the cost of replacement. Accidents can and do happen so this protects the owners property and of course the need for replacing items for the next guests staying in the property. A full inventory of the property is held by ourselves and any losses or damages will be noticed. So it is in your interests to let us know if you have had any mishaps. In the event of such breakage or damage deduction will be made from your Security Deposit and will be discussed at the time of departure.

**Cleaning** - We would ask you to clean your property throughout before departing and leave it as you would expect to find it. If the property is left excessively unclean or there is additional work to be done before the following guests arrival, you will be asked to contribute from your Security Deposit the additional hours for a cleaner to carry out this work on your behalf. This will be deducted before the Deposit is refunded to you. You can of course ask us to do your final clean for you. This is not a problem for us but please let us know before your departure so we can arrange the hours for the cleaners. You will be advised of the charge, depending on the size of your property and this will be taken from the Deposit. If you do not wish to clean the property at the end of your stay and have not requested a final clean, then a charge of 40€ per hour will be implemented for the number of hours anticipated by the key holder deemed necessary to return the property to a clean and presentable condition for the incoming client. If you have requested a Final Clean but leave the property in an excessively unclean condition we reserve the right to retain a further supplement to cover the necessary costs in additional cleaning.

**Respecting the property** - the accommodation you have rented belongs to a private owner. Your property is equipped with an information book which should help you maintain it correctly. I am sure you will appreciate that the owner would be grateful if you would look after their home by:-

Please do not sit on indoor furniture with wet swim wear or wearing sun creams

Please do not take indoor furniture outside

Please do not use your bath and hand towels around the pool area or take them to the beach. If you have forgotten to bring beach towels, please let us know, you may be able to hire some, subject to availability.

Please make sure you use the right products for the washing machine and dishwasher - if in doubt please call us. If you use up a box or bottle of cleaning products please replace them as the previous guests will have done.

If your holiday home has bottled gas in the kitchen and you run out, there should be spare for your use. If you need help in changing a bottle, please call us. But more importantly if you run out and use the spare - please tell us - so we can replace the bottle for the next time.

It is quite likely that your property may have a septic tank, not mains drainage. It is exorbitantly expensive to clean out blockages and could result in spoiling your holiday. To avoid blockages - at all costs - please do not put anything down the toilet other than toilet paper and natural waste. Nappies, sanitary towels and tampons should be placed in plastic bags and put into your rubbish sacks. This is imperative and should be strictly complied with. Please also take care not to pour any fat down the kitchen sink, this too can lead to blockages. Our motto is always, if you wouldn't want your holiday spoiled by a blockage - then don't affect another person's holiday by causing one! Thank you for your attention to this really important point. We will pursue clients who cause a blockage for the cost of emptying the Tank.

Barbecues are subject to restrictions during the summer period. Between mid June and mid September it is strictly forbidden to use any mobile, portable or camping barbecue. You may only use a built in brick or gas barbecue on a terrace. Failure to adhere to this rule may result in prosecution directly to you by the Fire Department

Rubbish disposal - large rubbish bins are provided at various points along most lanes and roadways. Please ensure that all your rubbish and waste is bagged and placed in these bins. Bins for bottles, plastics, boxes and cans are available in most of the supermarket car parks or at various local points. Please help the environment by using them where applicable. Please be kind enough to clear your rubbish on the day of your departure.

Repairs and breakdowns can occur in any home at any time. If you should be unfortunate enough to experience any problems with the equipment in your holiday home or you have a small accident or break something please could you be kind enough to report it to us immediately and not try to repair it yourself. If you spill something and cause a stain, please do not touch it, but let us know immediately so we can rectify the problem. Failure to adhere to this will result in costs against your security deposit.

Garden furniture, parasols etc - sun loungers and garden furniture are there for your enjoyment - however if they become damaged during your stay you will be charged for the replacement article. If you leave a parasol or umbrella open during a wind it could blow over and break. Should this occur during your stay - you will be charged for the replacement article.

**Swimming pools** It is the law in France that your pool is now covered by either a pool alarm or secure gates. If you have a pool alarm, please make sure you are fully acquainted with its use. It is your responsibility to make sure you know how it works and how to turn it on and off. It is your responsibility to ensure that you turn it to active every single time the pool is not in use - and that includes while you are lying beside it - sunbathing or relaxing. If your pool is gated then it is your responsibility to ensure that the gates are closed at all times when you are not beside the pool. These rules do not just apply to yourselves whilst staying at your holiday home but you are responsible to ensure against any possibility of a person wandering into your property and falling into your pool from wherever or whenever.

The law of pool safety is stringently executed in France and we cannot be held liable for any accidents which may occur beside the pool or in the pool during your stay.

Pool etiquette is important to save lives, get acquainted with your pool, how it works, how to keep it safe for adults and children alike.

Your pool will be cleaned during your stay and we would ask you not to interfere with any pool equipment other than the net which should be available to you for taking out any leaves, insects or other items which do fall into a pool from time to time. Any interference with the pool equipment could result in damage to the equipment for which you could be held liable. If you have a problem with the cleanliness of your pool it is important to us that we know immediately in order that this can be rectified to ensure your enjoyment. You will be asked to sign a form of Responsibility and Acceptance of the Pool Rules on your arrival.

**Extras** - If you require any additional towels or bed linen please do ask. The cost for these will be chargeable and can be deducted from your Security Deposit. Additional cleaning can be provided during your stay and this is payable directly to the cleaning staff. If you require a cot or high chair, these can be hired, subject to availability. Please enquire for charges for all additional items.

**Arrivals and Departures** - The usual times of arrival are between 14.00 hrs and 18.00hrs. We understand that due to traffic or to the availability of cheaper flights or flight delays this might not always be possible. That is why we ask you to call us and communicate with us if you experience any delays which may mean you cannot arrive during these hours. If you arrive excessively late, without notification, we may make a charge against your Security Deposit to cover the cost of out of hours time for the key holder. We will do our best to accommodate your arrival to suit journey but we cannot be held liable if you fail to inform us of any delays and you have to wait for a key holder to arrive at the property. No arrival after 21.00hrs will be accepted and you may have to wait until the following morning for your key holder to meet you. This may cause you some inconvenience but if you anticipate a late hour arrival please discuss this with us before you book your flight to see if alternative arrangements could be made.

You will be asked to depart by no later than 10.00hrs in order for the property to be prepared for the incoming guests. If you have a very late departure, due to a late flight for example, we may be able to help with storing your luggage and/or changing facilities during the day but please make sure we know well in advance!

**Changes** - in the unlikely event, for any reason and due to unforeseen circumstances beyond our control, we have to make an alteration to your holiday accommodation before your arrival we will inform you immediately and do our utmost to offer you accommodation of a similar standard. If we are unable to provide you with alternative accommodation we will of course immediately refund the monies paid to us at that date, in full. If alternative accommodation has been offered and refused we will not be held liable for any additional costs that you may incur in finding alternative accommodation, changes in travel arrangements, hotels or any other costs.

**Your Contract** - Your reservation and contract is made with the Property Owner by Affinity Villas on their behalf. We are an intermediary assisting in the processing of your reservation for and on behalf of the property owner and their property. We undertake to ensure to the best of our ability that the property you have reserved will be in a good condition and of a correct standard in accordance with the advertisement placed. In the unlikely event that you have a problem, please report to us and we will in turn do our best to help you resolve the issue raised.

As Representatives of the Property Owner of the reserved property we hold the right to terminate without notice this contract where the behaviour of the client or members of the party causes annoyance, distress damage or danger to the property, property owner or third party. No refunds would be made under such circumstances and, if necessary, all legal steps would be made to evict a client in this situation. We also reserve the right to ask all clients to leave a property which is over-occupied when we have not been informed. And finally, do not forget that we require evidence of adequate Holiday Insurance - it is always a good idea as it can cover you for any third party damage etc., may help if you had to unexpectedly cancel and with a variety of other unforeseen mishaps.

Thank you for reading our small print and we look forward to welcoming you on your holiday soon.