



***Willow View Country Retreat  
L'Auvergneuse  
79450 Fenery  
Deux Sevres, France***

## **RENTAL AGREEMENT TERMS & CONDITIONS**

**Rental Address:** Willow View Lodge, L'Auvergneuse, 79450, Fenery, Deux Sevres, France

**Standard check-in:** After 3pm (local time)

**Standard checkout:** Before 10.30 am (local time)

### **1. Contract**

This is a legally binding agreement for the duration of the rental period between the "Renters" stated on the final booking form and the "Proprietor". The lead person is responsible for ensuring all renters understand and accept these terms & conditions. They must notify the proprietor of any changes to named persons on the booking form prior to the rental period. Failure to disclose any relevant information or comply with these terms may lead to termination of the contract and loss of the booking.

### **2. Booking conditions**

- a) Bookings cannot be accepted from persons under eighteen (18) years of age.
- b) We reserve the right to refuse a booking without giving any reason.
- c) Unless otherwise agreed, renters must vacate the property by 10.30 am on the day of departure to allow the accommodation to be cleaned and prepared for incoming guests.
- d) No Pets are allowed. (With the exception of assistance dogs)

### **3. Reservation Deposit**

A reservation deposit of £150 must be received within ten (10) days of the lead person being sent the provisional booking form. Provisional bookings are held for a maximum of ten days. If your deposit is not made within this timeframe, we will delete the booking and make the rental dates available to other guests.

### **4. Payment**

Full rental payment is required 30 days before the rental start date and for bookings made less than 30 days before the rental start date. Any payment not received by the due date will be treated as a cancellation and the renters will remain liable to pay the balance of any amounts due. All rental payments are invoiced in pounds for UK renters and in Euros for all other renters.

### **5. Tourist Tax**

Between 1st April and 30th October renters aged over eighteen (18) must pay a mandatory daily Tourist Tax.. For current rates please refer to the booking form.

### **6. Security / Damage Deposit.**

A security/damage deposit of £150 is required during the rental period (£200 for monthly rentals). Your reservation deposit will automatically convert to the security deposit on arrival and is fully refundable within (14) days of departure, providing the following provisions are met:

- a) No damage is conducted to the grounds, property or its contents, beyond normal wear and tear. Any concerns on arrival should be reported immediately to the proprietor (or representative).
- b) No charges are left unpaid which are incurred due to any illegal activity, unauthorised pets, or failure to pay any Tourist tax or services rendered during the stay.
- c) All debris, rubbish and discards are placed in the rubbish bins and areas provided. Soiled crockery and utensils are left clean.
- d) No feminine or other unsuitable items are flushed into the waste system which may clog the septic tank. Water waste is disposed via an eco-based septic tank. you may be liable to forfeit your deposit if a blockage occurs.
- e) All keys are left in the security box or designated location on departure and the Lodge is left secure when unoccupied.
- f) No early arrival or late departure unless agreed in the booking confirmation.
- g) The renter is not evicted by the proprietor (or representative) or the local law enforcement.

### **7. Maximum Occupancy**

The number of persons using the accommodation must not exceed six (6) including children as listed on the booking form. We reserve the right to terminate the booking without notice and without refund for any breach of this condition. The renters must not re-let or sublet the property, even free of charge.

### **8. Cancellations & Early Departure Policy**

- a) Cancellations made by the renters more than 30 days prior to the rental start date will forfeit the reservation deposit.
- b) Cancellations made by the renters between 30 days and 14 days prior to the rental start date are subject to a cancellation fee of 50% of the rental payment.
- c) Cancellation made by the renters less than 7 days prior to the rental start date are subject to a cancellation fee of 100% of the rental payment
- d) Early departure for any reason during the rental period does not warrant any refund of rental charges.
- e) On very rare occasions, the proprietor may have to cancel a booking due to unforeseen circumstances. In such circumstances the proprietor will give as much notice as is reasonable in the circumstances.
- f) If a booking is cancelled by the proprietor, the proprietor will only be liable to provide a full refund including the reservation deposit, relevant to the rental period costs only without further compensation for any other costs incurred by the renters booking.

### **9. Falsified Bookings**

Any booking obtained under false pretence will be subject to forfeiture of any reservation deposit or rental money, and the renters will not be permitted to check in.

## 10. Insurance

Renters are strongly advised to arrange appropriate travel insurance to cover the rental period. An EHIC Card or Global Health Card (European Health Insurance) is recommended for any emergency treatments. Please ensure you have the necessary health cover in place. If you choose not to take out travel insurance then you accept responsibility for any loss that you may incur due to your cancellation or unforeseen event.

## 11. Passport/Visa/Health

All passport, Visa and Health Certificate requirements are the renter's responsibility. We cannot accept responsibility for any delay or expense incurred through any irregularity in your documents.

## 12. Housekeeping

There is no daily housekeeping service. Bed linen and bath towels are provided on arrival and or weekly, based on occupancy. We do not permit towels or linens to be taken from the property, so we suggest you bring beach towels with you. All movable internal items must remain in the property and not taken outside. Please read the guest information booklets provided on arrival for information on use of appliances, safety, removal of refuse and emergency numbers

## 13. Equipment

Internet and TV connection is provided via satellite (at no extra cost) subject to technical availability. The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.

## 14. Water Safety

All guest to be aware of the water safety rules and strongly advised to read the water safety leaflet provided. Children under 18 must be supervised by their parents/guardians at all times. It is recommended that younger children and non-swimmers wear water safety equipment when in the vicinity of the lake and ponds.

## 15. Fishing

Willow View Lake is registered and certified as a "closed Lake". No fishing licence or permit is required to fish. Please read the fishing information leaflet, notices and fishing rules. Only use the landing nets and unhooking mats provided (free of charge). Please handle all fish in a responsible manner for the safety and well-being of the fish stock. Fishing equipment is available to hire on site for an additional fee.

## 16. Boating

Brining your own Dinghies, canoes or other water born vessels is not permitted on the main lake or ponds. Willow View has a strict safety code for the use of boats, (only by specific written permission of the owner) Please refer to the safety leaflet and notices on water safety.

## 17. Swimming

Swimming is not permitted in the Lakes or Ponds.

## 18. Wildlife & Habitat

Please respect the local wildlife and habitat in the grounds and surrounding area.

## 19. Bonfires & Barbecues

Lighting of any bonfires is strictly prohibited. A Gas Barbecue is provided and its use should be restricted to the side of patio area of the property. No other types of barbeques are permitted. PLEASE DO NOT USE THE BBQ ON THE PATIO.

## 20. Prohibited Items

No firearms of any description, no fireworks, no Chinese lanterns, no combustible materials or items likely to affect the habitat or aquatics.

## 21. Smoking Policy

There is a no-smoking policy inside the lodge. If the lodge is left smelling of cigarettes, £50 will be deducted from your security deposit. Smoking is permitted in the grounds. Please ensure all cigarettes and matches are safely extinguished and disposed of safely particularly in the high season and during long periods of dry weather.

## 22. Parking

There are two access points to the property both providing ample vehicle access and parking. Large vehicles should use the larger lake entrance after collecting the keys from the main entrance. Parking on the road is not permitted. Any illegally parked vehicles are the sole responsibility of the vehicle owner and driver.

## 23. Acceptable Behaviour Policy

Renters must not do anything considered a nuisance, or detrimental to our neighbours. Illegal drugs and unruly drunkenness will not be tolerated. Any vandalism, abusive or threatening behaviour will also be considered a breach of booking conditions. In the event of a serious breach of this policy, the renters will be asked to leave immediately and no refund made

## 24. Access to property during rental

We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes. Depending on the season some maintenance ground works may be required which will be kept to a minimum.

## 25. Written Exceptions to Policies

Any exceptions to the above-mentioned policies must be approved in writing by the proprietor in advance. We reserve the right to make any reasonable amendments or additions to these terms and conditions.

## 26. Complaints

Your enjoyment is important to us. Any shortcomings must be notified to the proprietor (or representative) immediately so that we can endeavour to put matters right. We cannot consider any claims of shortcomings after you have left. Any problem or complaint which the renters may have during their holiday must be immediately reported directly to the proprietor (or representative). Any complaints not reported at the time and only reported after the renters have left will not be considered by the owner.