



Booking Terms and Conditions

Moulin de Chazotte

PRICES

All prices are provided and payable in EUROS only.

BOOKING

To conform a reservation, the client must complete the booking form and return it with the non-refundable deposit (25% of the total rent due). Following receipt, the owners will send written confirmation of the booking.

PAYMENT

Payment for gîte bookings can be by online bank transfer (in Euros) – see below for detailed payment terms.

DEPOSIT PAYMENTS

- **25%** deposit - to be sent with the completed booking form in order to confirm the booking. This is non-refundable.
- Balance **75%** - to be paid **8 weeks** before arrival date.

If final payment is not received by the due date, the owners reserve the right to give written notice that the reservation is cancelled. Reservations made within 8 weeks of the start of the rental require full payment at the time of the booking.

Taxe de séjour/tourist tax is a compulsory charge for all paying guests in France and the rate is determined each year by Grand Cognac. The rate for your booking will be confirmed and total payable calculated based on the number of nights and number of adults (over 18) staying. This will be payable with the final balance or in cash on arrival. Please refer to the Grand Cognac website for more information on the Taxe de Sejour: <https://grandcognac.taxesejour.fr/>

DAMAGE & CLEANING DEPOSIT

A damage and cleaning deposit of EUR 200.00 per gîte (EUR 500 for full house rental) is to be paid at the same time as the final balance payment (or by cheque on arrival).

On your departure the gîte must be left clean and tidy. If any extra cleaning is subsequently found to be necessary, the cost will be deducted from the damage and cleaning deposit. Replacement or repair of broken or missing items at cost price will also be deducted.

Your deposit, or the remaining balance with an explanation of any deductions made, if applicable, will be returned to you within 2 weeks of departure.

CANCELLATION POLICY

Our cancellation terms are as follows:

- The initial 25% deposit is non-refundable.
- If cancelled more than 8 weeks before arrival the final balance payment is no longer payable.
- If cancelled after 8 weeks and final balance payment, the booking is non-refundable. Taxe de Séjour and damage deposit will not be payable, or if already paid, refunded.

To safeguard the interests of both parties, notification of cancellation must be submitted in writing and receipt confirmed by both parties.

In the unlikely event that the owners have to cancel your booking, the client will receive a full refund of any monies paid. Compensation will not be paid if the cancellation arises from a force majeure, e.g. - war, threat of war, riot, civil strife, pandemic, travel disruption, industrial dispute, terrorist activity, natural disaster, fire, flood, adverse weather conditions.

The owners shall not be liable to the client for any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment, appliance in the property, garden or swimming pool. The owners shall not be liable if an advertised facility is modified or not available, for example, due to necessary maintenance, unsuitable weather conditions or local circumstances.

RENTAL PERIOD

All bookings are subject to the following arrival and departure times and we ask guests to please respect these and not arrive earlier or depart later than these stated times (unless agreed in advance):

- Arrival from **4:00 PM**
- Departure by **10:00 AM**

LINEN AND TOWELS

Bed linen and house-towels are included as part of the facilities. Please note, pool towels are not provided so guests may wish to bring their own.

DURING YOUR STAY

The client agrees to be a considerate tenant and to take good care of the property and its contents and to leave it in a clean and tidy condition at the end of the rental. The owner reserves the right to deduct cleaning charges from the security deposit if the property is left in an unacceptable condition.

The client must report to the owners any issues, breakages or other damage they encounter during their stay to enable repairs to be affected at the earliest opportunity.

Parents of children using the swimming pool or activities at the mill must accept complete responsibility for the supervision and safety of those children.

ELECTRIC CONSUMPTION

During the summer months this is not applicable but for winter rentals, electricity will be metered and charged as per the official rates. A meter reading will be taken with you upon arrival and again prior to your departure and a full breakdown invoice provided.

SMOKING POLICY

Smoking or vaping is **strictly not permitted** inside the gîtes or any of the buildings on site. If you do smoke, please always use the designated ashtrays provided.

INSURANCE

We strongly advise you to make your own arrangements regarding holiday and travel insurance.

GENERAL LIABILITY

Due to the nature of our business, we accept no responsibility for any loss, injury, death or damage which may occur while staying on site at Le Moulin de Chazotte.

If you have any questions or wish to discuss any of these terms and conditions, please contact us:

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