

PUYDOYEUX

St. Saud-La-Coussière  
24470, St Pardoux La Rivière  
Dordogne, France

***Booking Conditions and Information***

**Booking** - to book your holiday accommodation at Puydoyeux please complete and return the booking form to the address shown at the end of this document along with your deposit. All reservations will be confirmed as soon as the completed form and deposit are received.

The Booking Form can be printed from our website [www.dordogne-holiday-cottage.co.uk](http://www.dordogne-holiday-cottage.co.uk) . You can contact us by telephone, e-mail or post. (See details at end of Terms & Conditions)

**Deposit and Payment** - The Booking Form must be accompanied by a **non-returnable deposit** of £200 per week. Eight weeks prior to the start of your holiday, the following is due for payment:

- a) The balance of your payment
- b) The security deposit of £100 (see below).

If you book less than 8 weeks before the start of your holiday the full balance is due immediately.

**Security Deposit** - a Security Deposit of £100 will be charged when you make your final payment for your holiday. This will be refunded on return of the keys and subject to there being no breakages, loss, damage or additional cleaning.

**Occupancy** - the accommodation is booked solely for the number of people you have notified us of on the booking form. If you wish to have extra guests to stay with you please let us know so that we can notify our local agents.

**Cancellation** - should it become necessary for you to cancel the booking we ask that it be done in writing and by the person booking the holiday. The cancellation will become effective from the date it is received by us. Cancellations are subject to a charge detailed below:

Cancellation notice given:

- More than 8 weeks, deposit only
- 6-8 weeks deposit plus 10% of the total holiday cost
- 4-6 weeks deposit plus 30% of the total holiday cost
- 4 weeks or less, 100% of the holiday cost

Cancellation for most reasons beyond your control should be covered by your travel insurance.

**Insurance** - it is strongly recommended that you take out the appropriate personal, travel and vehicular insurance for all your parties needs. In addition we recommend that you have the requisite E111 Forms, should it be necessary for you or anyone in your party to seek assistance from the French Health Service. These are available at no charge from the Post Office.

We cannot be held responsible nor accept liability where you are prevented from taking up your holiday accommodation. Such circumstances include, but are not limited to war, threat of war, commotion or strife, hostilities, demonstrations, blockades, strikes and other industrial disputes, natural disaster, fire, acts of God, technical difficulties with transportation, closure of ferry ports, airports, quarantine, epidemics, Government action or other events outside our control. Your travel insurance should cover most of these events.

**Our Liability** - we do not accept any responsibility for death, illness or bodily injury occurring on holiday unless it is due to negligence of our agents or suppliers acting in the course of their normal employment.

**Directions** - these will be sent to you upon receipt of your final payment.

**Arrival** - Your stay at Puydoyeux is from 4.00pm Saturday to Saturday 10.30am. Please ensure you vacate the property by 10.30am as we need to service the property prior to the next booking.

**Keys** - these will either be sent to you prior to your departure from the UK or will be available on site for you to pick up. We will notify you of how and where they will be available

**Complimentary Welcome Pack** - in order to get you started we will provide you with a few basics so that you can begin your holiday in a relaxed frame of mind.

**Linen** - all bed linen and towels for use within the property are included in the price of your holiday “beach” towels are not provided and we would request that the domestic towels are not used for sunbathing or around the swimming pool.

**Heating** - is not generally necessary in the summer but may be required in the low season. Heating is by wood burning stoves (logs are provided). For low season and extended rentals the rent agreed will include an additional cost for electricity usage.

**Swimming Pool** - one of the main attractions of this cottage is the exclusive use of your own private swimming pool. However pools need some care and attention to ensure trouble free operation and to ensure your own safety. The following important points should be noted.

- Non-swimmers, infants and young children should always be supervised when in or around the pool area.
- Ensure the water level does not fall below the skimmer otherwise the pump may burn out.
- The swimming pool can be topped up with the hose that is provided. Please do not overfill the pool.
- Diving is not allowed.
- The pool is serviced weekly and should be cleaned before your arrival, however if there are a few leaves in the pool they will cause you no harm and can easily be

removed with the skim net (also provided). Occasionally, particularly after a rain storm, dust is washed into the pool, again this is quite normal and if not removed by the filtration process will be removed during the weekly service.

- In the unlikely event that the water is not clear and you cannot see the bottom or there is a green hue formed on the water please inform our Grounds Maintenance Service on 05 53 56 60 44, the pool will be attended to as soon as possible.
- The pool is not heated but is generally warm enough during the summer.
- Pool security - the law governing swimming pool security was introduced in France in 2004 and all properties with pools must be fitted with either a security fence or a pool alarm. Our pool is fully compliant with current legislation.

**Telephone** - there is a telephone installed at the cottage which is able to receive incoming calls and make local calls outbound. This facility is provided for your convenience and safety.

**Local Management** - Our local agents are available in the unlikely event that you experience a problem at Puydoyeux. In the normal course of events they will deal with matters over the phone and co-ordinate the necessary action to resolve any problems in the property. Only in a real emergency will our agent come to the property. Both our local agents and grounds maintenance operatives are English. Full contact details are in the information folder in the property.

**Lost Property** - It is essential that you take care of your belongings whilst on holiday as we cannot guarantee that items can be recovered. If items are left behind in

Puydoyeux we will do our best to make sure they are found, however this is not always possible. For items that are recovered there will be a charge for postage.

**Electrical Appliances** - UK appliances will work in France but you will need to purchase an adaptor plug.

**Bicycles** - there are two adult bicycles and safety helmets left for use by guests. These are used at your own risk.

**Long Stay Rentals** - most rentals are for 1-2 weeks and we can quote for longer durations when special rates may be available, particularly in the low season.

Occasionally, July and August rentals are restricted and sometimes availability may be determined by booking patterns.

### **Health & Safety:**

#### **Puydoyeux**

Our cottage is over 200 years old and there are low beams in some parts of the building, take care!.

**Bathroom and Showers** - not all the surfaces will be non-slip and you will be using baths and showers which are not familiar to you, please take care to ensure you do not slip. Please take care with the hot water. The hot water from the taps can, on occasion, be very hot and particular care should be taken when bathing or showering children.

**Toilets** - there are 3 toilets in the property that flush into a septic tank. The ground floor w.c.'s operate with the assistance of a macerator and pump. You should follow the simple instructions displayed on the w.c. in order to ensure their efficient use. Please do not put non-organic items into the w.c.'s or any inappropriate item. If any damage is caused to the w.c.'s because of incorrect use, a charge may be made and deducted from your security deposit.

**Cooker/Hob** - if you are unsure about the use of the cooker in your property please ask our local agent for further information.

**Barbecue area** - Puydoyeux is equipped with a barbecue and ancillary equipment. Please do not leave the barbecue unattended and make sure that it is completely extinguished after use. Do not put hot ashes in the rubbish bin.

**Electrical Appliances** - For your own safety please exercise proper caution when handling electrical appliances and closely supervise any children who are doing so. Please report any electrical defect to our local agent.

**Gas** - there is no gas supply to the property.

**Pets** - pets are accepted by prior agreement but for the comfort of all guests should not be allowed upstairs. Please ensure you do not allow pets to foul the garden.

**Smoke Alarms** - there are smoke alarms fitted throughout the property. Please familiarise yourself as to where these are situated. You are welcome to test the smoke alarms on your arrival.

**Smoking** - for the health and comfort of all our guests please do not smoke in the property.

**When you leave** - unless other arrangements have been made please put the keys to the property through the lockable letterbox which is set in the wall between the main kitchen door and the white gates.

**Our Address:**

**Alan Whitehill**

**124 Woodham Lane, New Haw, Surrey. KT15 3NQ**

**Telephone: 01932 705220 (Please leave a message & we will get back to you)**

**Email: [enquiries@dordogne-holiday-cottage.co.uk](mailto:enquiries@dordogne-holiday-cottage.co.uk)**