Welcome to Les Cygnes

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BOOKING FORM

Name:	Date:
Arrival Date:	Depature Date:
Gite(s):	Deposit submitted:
Telephone:	Email:
Address	
Number of Adults (over 16):	
Names of Adults:	
Number of Children (under 16)	
Names of Children (and age)	
I have read and agree with the booking terms and conditions as stated below	
Signed:	Date:

Terms and Conditions

- Rentals run from 4 pm on the first Friday to 10 am on the last Friday of the rental period Guests are asked to confirm their time of arrival in advance
- A non-refundable deposit of 25% of the total cost is payable upon booking Telephone or e-mail bookings will be held for 7 days to allow time for receipt of the initial deposit
- Guests must pay the balance of the total cost at least 12 weeks before the beginning of the rental period Late payment of the balance may result in the cancellation of the booking and guests will lose their deposit Bookings made within 12 weeks of the rental period must be paid in full within 7 days of receipt of the telephone or e-mail booking
- Payments can be made either in Euros or the UK£ sterling equivalent, by cheque (payable to G Swan) or bank transfer (please contact us for details)
- A security deposit of Euros 200 (or the UK£ equivalent) is payable on arrival at the start of the rental to be held against any damages The deposit is returnable after the end of the rental period, less deductions for any wear and tear Guests agree to reimburse us in full for any damages in excess of the deposit amount
- Every effort has been made to ensure that the description of the property and facilities are accurate However, we cannot accept any liability for any changes that are beyond our control
- The number of guests staying in a property must not exceed the number specified for each property We retain the right to cancel the hiring if the number of guests arriving at the property exceeds those notified and/or agreed
- For the consideration of other guests, no pets are allowed during the high season and at our discretion at all other times
- Hire charges are inclusive of water, gas and electricity unless otherwise arranged in the case of long term lets
- We have made every effort to ensure the property is in a clean and tidy condition when guests arrive We therefore ask that guests leave the property in the same clean and tidy condition in which they found it We reserve the right to charge for the cost of any major cleaning work required and to deduct this amount from the security deposit
- The use of the accommodation and its amenities is entirely at the guests' risk
- Our swimming pool will comply with all French health and safety regulations However, swimming pools present potential risks to all, especially children Use of the swimming pool is entirely the responsibility of our guests We cannot accept responsibility for accidents occurring in connection with the pool, except where directly caused by our own negligence Guests must take all precautions necessary to ensure the safety of members of their party and to avoid all dangerous activity in the vicinity of the pool It is the responsibility of our guests to ensure that minors are supervised at all times when in the vicinity of the pool
- The cost of the hire of bed linen includes pillow and duvet covers and sheets Guests are asked to bring their own beach, hand and bath towels, although bath and hand towels are also available for hire upon request
- Personal belongings left in or around the property are entirely at the risk of our guests We cannot be held responsible for any losses, however caused
- Our properties do not have telephones, but in the event of an emergency, messages from friends, families and colleagues will be relayed
- Bookings are made on the understanding that the accommodation booked will be available on the dates specified If, due to circumstances beyond our control, this is not possible, every effort will be made to provide suitable alternative accommodation Failing this, we will make a prompt and full refund of all monies paid and there will be no further claim against us
- In the event of the booking being cancelled or altered by force majeure (including floods, storms, riots, strikes, wars and Acts of God) or other events outside our control, we cannot accept liability
- If guests fall ill on holiday for any reason and vacate the premises early, we cannot be responsible for any additional costs nor can any unused part of the rental charge be returned
- In the event of cancellation by you, a charge will be made as follows:
- More than 12 weeks before the holiday 25% of the total cost
- 12-8 weeks before the holiday 50% of the total cost
- Less than 8 weeks before the holiday 100% of the total cost
- If we are able to re-hire the property after cancellation, the cancellation charge will be refunded in full, less any negative difference in the rental charge
- Changes to a booking may sometimes be possible, but guests may be liable to pay an alteration fee
- We strongly recommend that guests arrange appropriate holiday insurance, including cancellation cover
- In the unlikely event of a complaint about the property, this should be reported to us as soon as possible Complaints cannot be accepted after guests have returned home if we have not been given the opportunity to address the problem during the rental period

We hope you have a fantastic holiday at Les Cygnes and that you will visit us again soon
Please do not hesitate to contact us if you have any questions regarding these terms and conditions