

Les Flamands

Terms and Conditions

The Rental

1. Les Flamands is suitable for adults, children over 10 years old and babies under one year old – unless by prior arrangement.
2. Les Flamands is strictly no smoking.
3. No pets are allowed at Les Flamands.
4. Bed linen, bath towels and hand towels are provided for 6 people. Kitchen towels are also provided. Cot bedding is not provided. Pool towels are not provided but are available for hire (see booking form). Clean linen and towels are provided weekly. Bed linen, bedding and house towels must not be taken to the pool or garden.
5. Gas and electricity are included in the rental price.
6. The swimming pool will be ready for use on arrival. The swimming pool filtration is automatic. The pool will be cleaned weekly.
7. Glasses, crockery and breakables must not be taken to the pool or garden areas. Plastic plates etc. are provided for guests' use – and safety.
8. The rental week is from 5.00 p.m. on the agreed day of arrival (usually Saturday) until 10.00 a.m. on the agreed day of departure. Please do not arrive before 5.00 p.m. as the property will not be available and you will not have access to the pool or garden.

Booking

1. Bookings are confirmed on receipt of a 25% deposit payment and a completed booking form listing all members of the party. The deposit payment is non-refundable and we recommend you obtain holiday insurance, with a cancellation clause, at the time of making your booking.
2. On receipt of a deposit and completed booking form a receipt and invoice will be sent showing the date and amount of the final payment including the £150 damages deposit.
3. Payment of the balance of the accommodation cost and damages deposit must be received by the date shown on the invoice which is 8 weeks before the holiday starts. Joining instructions to find the property will be provided when the final payment and damages deposit are received.
4. Bookings made within 8 weeks of the start of the holiday should be paid in full and include the £150 damages deposit and the completed booking form.

Damages Deposit and Cleaning

1. The damages deposit is held in case of damage to the property or its contents. The damages deposit also extends to the garden, barbeque, outside seating, pool, its equipment, pool furniture and pool towels if hired. Guests are required to inform us of any damages as soon as possible. Guests should not replace broken items or make DIY repairs. DIY repairs will result in a deduction from the damages deposit. We will account for any deductions. The balance of the damages deposit will be returned within two weeks of the end of the rental period. The damages deposit does not limit liability in the event of damage exceeding £150.
2. The accommodation will be clean on arrival. Guests are asked to ensure that the accommodation is left as they found it (specifically the kitchen worktops, appliances, bins, bathroom, WCs and the barbeque). Guests should not wash the towels and linen.
3. Cleaning can be carried out after guests' departure at the standard cleaning charge of £50. Please let us know if you require this service. The property managers reserve the right to deduct the cleaning charge and make charges for excess cleaning if the property is not left clean and/or extra cleaning is required (removal of stains from carpets, furnishings and bedding). If cleaning is required due to smoking the damages deposit will be forfeited. Charges for cleaning and excess cleaning will be clearly itemised when the damages deposit is returned.