

BOOKING CONDITIONS

1. Bookings can be made by completing the online booking form at www.lemuguetholidays.co.uk and following the on-screen instructions (see bottom of this page) or by contacting us direct by telephone or mail.
2. Once we have received your booking form and booking deposit, we will, subject to availability, confirm your stay by issuing a confirmation invoice by email and post. This invoice will be sent to the party leader. Please check this invoice carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracies in any document within 7 working days of our sending it out.
3. Only those persons whose name appears on the Booking Form may use the property. The number of persons (adults and children) must not exceed the number of sleeping places indicated on the website (6 + baby in a cot). The substitution of persons during the rental period is forbidden unless previously agreed. Visitors must be confirmed with the owner before entering the property.
4. On arrival you must present your confirmation details as well as your passport or identity card to us.
5. In order to confirm your stay, a deposit of 25% of the full payment (or full payment if booking within 8 weeks of departure) must be paid at the time of booking. This deposit is not refundable in the event of your cancellation or failure to pay on time as set out below.
6. The balance of the cost of your stay must be received by us not less than 8 weeks prior to departure (or at the time of booking if this date has passed). This date will be shown on the confirmation invoice. If you have not paid in full and on time we reserve the right to treat your booking as cancelled by you. In this case the cancellation charges set out in clause 9 below will be payable.
7. You must pay a security deposit of £100.00 8 weeks before the start of your stay (or at the time of booking if this date has passed). The cost of any damage to the property or to any items in/or at the property or any service charges incurred by you or any member of your party will be deducted by us from the security deposit at the end of your stay. If no deductions are required your security deposit will be refunded in full to you within 14 days after your departure from the property. If the security deposit is not sufficient to cover any damage caused or service charges incurred by you, you will be responsible for paying us any additional monies required immediately on request from us.
8. Should you wish to make any changes to your confirmed booking, you must notify us by email as soon as possible. Whilst we will endeavour to assist, we cannot guarantee we will be able to meet any such requests. Where we can, an amendment fee may be payable together with any costs incurred by ourselves.
9. Subject to above, in the event of a cancellation, no refund of the deposit will be made. Once the balance has been paid, a refund can be made if the Owner is able to re-let the "Property", and any expenses or losses incurred in so doing will be deducted from the refundable amount. The renter is strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and have full cover for the party's belongings, public liability etc, since these are not covered by the Owners insurance.
10. The rental period shall commence at 4.00 p.m. on the first day, and finish at 10.00 a.m. on the last day. The Owner shall not be obliged to offer the accommodation before the time stated, and the Client shall not be entitled to remain in occupation after the time stated. For Winter long term bookings the swimming pool, games room and some outside play equipment will not be available.
11. The person making the booking agrees on behalf of all those occupying the property, to be a considerate tenant and to take care of the "Property" and leave it in a clean and tidy condition at the end of the rental period. Although a final clean is included in our prices, the Owner reserves the right to make retention from the security deposit to cover additional cleaning costs if the renter leaves the "Property" in an unacceptable condition. The renter also agrees not to act in any way, which would cause disturbance to those residents in neighbouring properties.
12. Any defects in the "Property" or breakdown in the equipment, machinery or appliances in the "Property", garden or swimming pool shall be reported to the Owner without delay, and arrangements for repair and/or replacement will be made as soon as possible.
13. The Owner shall not be liable to the renter for any temporary defect or stoppage in the supply of public services to the "Property", nor in respect of any equipment, plant, machinery or appliance in the "Property", garden or swimming pool; for any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of the Owner for any loss, damage or inconvenience caused to or suffered by the renter if the "Property" shall be destroyed or sustain substantial damage before the start of the rental period by act outside of the Owners control, and in any such event, the Owner shall, within 7 days of notification to the renter, refund to the rent all sums previously paid in respect of the rental period.
14. Under no circumstances shall the Owners liability to the renter exceed the amount paid to the Owner for the rental period.
15. It is the responsibility of the renter that all due care and diligence is maintained around the pool areas. Children must under no circumstances be left unattended within the fenced area of the pool. The Client agrees and shall respect the "no glassware or china" within the fenced area of the swimming pool on the grounds of safety to all including themselves.
16. A binding contract between us comes into existence when the deposit payment is paid (see above). If you cancel after paying the deposit our normal cancellation charges will apply. This contract shall be governed by English law in every particular including formation and interpretation and shall be deemed to have been made in England. Any proceedings arising out of or in connection with this contract may be brought in any court of competent jurisdiction in England. Please note that these booking conditions will be included on our confirmation invoice/statement.
17. Special offer bookings do not receive a full welcome pack or a complimentary BBQ.