

# Your Health & Safety and Terms of Booking

Dear Client

It is very important to us that you have a safe and enjoyable stay while you are our guests

Our commitment to you:-

1. We assure you that our house has been properly inspected for structural quality and has been issued with a Certificate of Conformity to meet the French building standards and current laws.
2. We assure you that the electricity supply throughout the house conforms to the very latest standards required by French law.
3. We assure you that the swimming pool has been built to the very high standards you should expect and conforms to the very latest French laws regarding swimming pool safety. The pool is fitted with a totally compliant pool alarm system known hereafter as a 'Fall Detector Aqualarm'. In addition the pool has a 'Safety Sheet' compliant with French law. This sheet when used properly is a total barrier against accident.
4. We have taken every precaution however there is also a responsibility on the client to ensure the safety of the guests.

Please find below our rules recommendations for a safe stay.

1. The depth of pool is not sufficient to allow diving of any kind. It is also dangerous to jump into the pool from the side
2. You should not allow guests to run around the pool side
3. Under no circumstances must you take glass items near the pool and for your safety we have provided unbreakable glasses and crockery should you wish to eat or drink around the pool. If glass enters the pool it is undetectable until you walk on it.
4. The pool must be alarmed at all times and the instructions completely adhered to prevent young children or non swimmers from drowning. **YOU MUST NOT DISABLE THE ALARM SYSTEM.**
5. It is advisable that at you do not swim alone. It is defiantly not allowed to swim whilst under the influence of alcohol.
6. Keep the garden gates closed at all times this keeps unwanted animals out and young children in.
7. There are strict rules regarding the use of matches and naked flames. Please see the instructions in the house ( this also applies to barbeques)
8. You must supervise young children at all times and not allow them to climb on to chairs near windows especially in bedrooms.

9. It is usual in France to experience some disruption to the electrical supply which may result in the fuses tripping out. Please familiarise yourself with the safe method of restoring the supply in the house following an electrical storm.
  10. **DO NOT PLUG APPLIANCES** into the sockets that are not designed for the French electricity supply.
  11. Water is a precious commodity and we ask that you do not water the gardens or plants. We have people who will do this for you. Please do not run the taps unnecessarily.
  12. Electricity in France is very expensive and we ask that you turn all appliances lights and heaters off whenever possible.
  13. The drains are maintained by way of a septic tank system. **IT IS IMPERATIVE THAT YOU DO NOT THROW ANYTHING DOWN THE TOILETS OR SINK THAT CAUSE A BLOCKAGE.** It is very expensive to recover the system and inconvenient to you.
  14. No smoking please. This is a 'no smoking' house.
  15. Please enquire about pets.
  16. Within the information guide in our house you will find all the information you need in case of emergencies including contact numbers.
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## **Booking Conditions:**

**A 20% deposit** is required to confirm the booking, with the balance to be paid eight weeks before rental. If the booking is made later than eight weeks before your holiday dates, then full payment in Euros or Sterling is required.

Electricity and water are included in the rental price.

**A security deposit of £250** or Euro 370 is required on payment of the balance. This will be returned to you at the end of your stay. If there is any significant damage to the property or contents, the cost will be deducted from the deposit.

### **Cancellation refunds**

If you find it necessary to cancel your reservation, we make the following refunds: Up to 8 weeks 0 no cancellation fee...4-8 weeks 50% of the rate refunded...2-4 weeks 25% of the rate refunded...Less than 2 weeks – no refund

Bed Linen and Towels can also be supplied for Euro 15 and Euro 8 per person (or per bed), per week respectively. Please bring your own towels for pool use. The garden and pool are maintained by the staff who will call in during the week.

We also offer and supply additional services at extra cost.

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