



General Terms and Conditions for LES JARDINS DU CHATEAU D'OLONNE

Our Prices:

We will not be held responsible for printing errors or omissions in our prices. Euro Quality Trading reserves the right to modify prices due to changes in tax legislation or to changes in the economy. The villa rental prices include; tax, water and electricity. They do not include booking fees, final house cleaning, bed linen hire, or tourist tax. See the price list for additional fees.

Booking:

The booking fee is 30€.

Modification fees:

Modifications concerning reservations will incur a 20€ fee.

Additional Charges:

See the price list.

Holiday tax:

According to French law, vacationers over 12 years of age are required to pay a tourist tax (from April to October) to the municipality via our company.

Booking requests:

Your rental proposal will be sent to you by post or email.

Payment:

After making your reservation, you have to pay 30% of the total cost indicated, payable by credit card or by bank transfer to 'Euro Quality Trading'. When we receive your deposit, your booking is definitive. The balance must be paid six weeks before your arrival without a reminder on our part. If you book within six weeks of your stay, full payment of the bill is required.

Accommodation capacity:

At the time of booking, it is imperative that the client states the exact number of adults and children under 12 years who will be staying in the villa. If the number of people exceeds the capacity of the villa stipulated in the description or in the rental contract, we reserve the right to break the rental contract, refuse the additional people or to claim a fixed sum per person and per week.

Security Deposit:

Upon your arrival, you will be asked to pay a security deposit (credit card/cash).

Following your departure, the security deposit will be reimbursed within 1 month (less any costs incurred relating to the villa, such as damaged inventory).



Cancellations:

Cancellations are accepted in writing or by mail.

The amount withheld depends on the date of cancellation (postmark date).

In the eventuality that you have not opted for cancellation insurance and you cancel your reservation, despite extenuating circumstances, the holiday park will apply the following clauses:

- 90 days or more before arrival: 15% of the total cost of your stay will be withheld.
- 89 to 60 days before arrival: 50 % of the total cost of your stay will be withheld.
- 59 to 30 days before arrival: 75% of the total cost of your stay will be withheld.
- 29 to 8 days before arrival: 90% of the total cost of your stay will be withheld.
- less than 7 days before the arrival date: 100% of the cost of the reservation will be withheld + cancellation fee.

You have the possibility to take out cancellation insurance and/or holiday insurance with "Elvia" at the time of booking (this is not possible after your reservation has been confirmed).

No refunds will be granted for late arrivals or early departures.

Pets:

One domestic animal is accepted per villa provided that they do not disturb the neighbours. The presence of the animal must be stipulated at the time of booking and will be billed accordingly. Dogs must be on a lead when on the park.

Arrival/Departure:

During the high season the rental period is on a weekly basis only, from Saturday to Saturday.

On the day of your arrival you may take possession of your villa **from 4pm** onwards and **before 10am** on the day of departure.

Complaints:

Eventual complaints should be reported immediately to the reception so that the problem may be resolved as quickly as possible.

Responsibility:

'Les Jardins du Château d'Olonne' is not responsible for:

- Damage or injuries occurred while in the park, whatever the reason.
- Information provided orally or by telephone.
- Problems with and/or the non-working of equipment and/or fittings.

The client is wholly responsible for fulfilling of all his/her obligations in relation to the reservation, both for him/herself and any other person registered and/or visitors for the duration of the stay.

The guest will take full responsibility for all accidents caused in the park by him/herself, or by any other occupants of the villa.

Moreover, the client is equally responsible regarding the swimming pool use, all risks pertaining.

The guest will be held responsible for eventual damages and breakages to the equipment and furnishings in the villa during their stay. The costs will be deducted from the security deposit.