

Terms & Conditions for Le Puits des Bruyères/ www.normandyrental.co.uk

Discrepancies: Whilst the owners take all reasonable steps to ensure the accuracy of the details on the website including illustrated material produced in relation to the property its facilities and surroundings, no liability for errors or omissions is accepted. Facilities may alter or be withdrawn. No liability shall attach to the owners for the consequences of the acts or omissions of persons or events outside their influences or control. In the event of any discrepancies between these booking conditions and the contents of the website these booking conditions shall prevail.

Customer obligations:

1. To pay for any losses or damage to the property or contents, however caused (reasonable wear and tear excluded), unless the cost of making good such loss or damage can be recovered under any Householders insurance policy maintained by the owner.
2. To keep the property and all furniture, fittings and effects, in or on the property, in the same state of repair and condition as the commencement of the period, and to leave the property in the same state of cleanliness and general order in which it was found. The owner will be entitled to make an additional charge to the customer if extra cleaning is made necessary as a result of the property being left in a dirty condition upon the customer's departure.

Cancellation & Forfeiture: If the customer cancels a reservation of the property for the period, the deposit paid shall be forfeited in any event. The owners will attempt to re-let the property for the period but no guarantee can be or is given as to the result. If the property is re-let for the period the deposit/balance shall be refundable to the customer without interest.

Complaints: To enable any complaint to be investigated and an action considered, complaints must be taken up with the owners immediately in writing within 7 days of the last day of the rental period. If the customer vacates the property prematurely as a result of any alleged dissatisfaction, or makes any claim upon return home from the property and has not followed this procedure then no liability for any subsequent claim will be accepted or correspondence entered into.

In the event of the owners assuming responsibility then the liability shall be limited to the return of the sums paid to the customer in respect of the unused portion of the holiday calculated on a daily pro-rata basis.

Departure: The property shall be vacated on the last day of the rental period. The customer shall be liable for any loss, claim, cost or expense arising from any failure on the part of the customer to vacate the property in accordance with this condition. Full instructions for departure are made available in the back pages of the manual enclosed with the keys.