Mas Sarrat – Terms & Conditions 2027

These terms form the rental agreement between **the Owner (Fiona Waring)** and **the Client (the renter)**. By booking, you agree to the conditions below.

1. Booking & Deposit

- To confirm a booking, the Client must complete and sign the booking form and pay a **non-refundable deposit of 35%** of the total rent.
- Once the form and deposit are received, the Owner will issue written confirmation, which forms a binding agreement.
- Any changes to the booking details must be agreed with the Owner in advance.

2. Balance Payment

- The balance of rent, plus the security deposit (see clause 3), is due **at least 8 weeks before arrival**.
- If payment is not received by this date, the Owner may cancel the booking. The Client remains liable for the full balance unless the Owner can re-let the property (see clause 4).
- Bookings made less than 8 weeks before arrival must be paid in full at the time of booking.

3. Security Deposit

- A refundable **security deposit of €200** per cottage, is required to cover damage, breakages, or additional cleaning.
- This does not limit the Client's liability for serious damage or loss beyond this amount.
- The deposit (minus any deductions agreed with the client) will be returned within **4 weeks** of departure.

4. Cancellations & Insurance

- If the Client cancels, the deposit is non-refundable.
- Refunds of any further payments may be possible if the Owner can re-let the property. Reasonable costs or losses will be deducted.
- To avoid loss, the Client is strongly advised to take out **comprehensive travel insurance** including cancellation, medical cover, and personal belongings.
- A valid European Health Insurance Card (EHIC/GHIC) is also recommended.
- All cancellations must be made **in writing or by email**.

5. Rental Period

- Arrival: from **4:00 p.m.** on the first day.
- Departure: by **10:00 a.m.** on the last day.
- Early check-in or late check-out may be possible but cannot be guaranteed.

6. Occupancy & Use

- The maximum occupancy is **6 people** per cottage.
- The house, garden, and pool are for the use of the Client and their party only. Day visitors are only permitted by prior agreement.
- The Owner reserves the right to refuse entry to anyone not named on the booking form.
- Pets are only allowed with prior written consent (an extra cleaning charge may apply).

7. Client Responsibilities - The Client agrees to:

- Treat the property, its contents and surroundings with care. Use all furniture and equipment safely and only for their intended purpose. Any damage resulting from misuse, overloading, or unsafe use will be the Client's responsibility.
- Leave the property in a clean and tidy condition at departure. (Final cleaning is included, but additional charges may apply if the property is left in poor condition.)
- Respect the peace of the neighbourhood and be considerate towards local residents.
- Always supervise children, especially around the swimming pool.

8. Heating & Utilities

- If heating is requested, costs will be calculated based on usage and deducted from the security deposit or settled before departure.
- Other utilities are included unless otherwise stated.

9. Reporting Issues

- The Client must promptly report any breakages, defects, or problems with equipment, the garden, or the swimming pool.
- Repairs or replacements will be arranged as soon as reasonably possible.

10. Owner's Liability

The Owner cannot be held responsible for:

- Temporary interruptions to public services (e.g. water, electricity, internet).
- Equipment or appliance failures provided reasonable steps are taken to repair them.
- Loss, damage, or injury resulting from events beyond the Owner's control, including weather, fire, theft, strikes, or force majeure.
- Any accidents or injuries in or around the property, garden, or swimming pool. Use of all facilities is at the Client's own risk.

If the property becomes unavailable due to serious damage before the rental begins, the Owner will refund all money paid within **7 days**.

11. Limitation of Liability

Under no circumstances will the Owner's liability exceed the total amount paid for the rental.

These terms and conditions are governed by the laws of **France**.