

CARCASSONNE LOFT - PENTHOUSE APARTMENT

Ferriolus Ltd

www.carcassonnepenthouse.com

Your Booking Agreement is with Ferriolus Ltd, which operates the Carcassonne Loft, (hereafter "We" or "Us").

Please read these booking conditions carefully.

1 General Terms and Conditions

1.1 These terms and conditions are applicable to all bookings made with us including reservations made via other members of the travel community.

1.2 These terms and conditions apply equally to residents and citizens of all countries.

2 Arrival & Departure times.

2.1 Times of arrival and departure can normally be flexible but as a general rule where two clients would otherwise overlap rentals commence at 4pm. and finish at 10am. Clients are entirely responsible for their own travel arrangements

3 Guest numbers.

3.1 The maximum number of guests to reside on the property must not exceed that stated unless the owners have given written permission. Day visitors are by agreement with the owner only.

4 Defects.

4.1 The client must report to the owner without delay any defects in the property or breakdown in the equipment, services or appliances in the property. Arrangements for repair and/or replacement will be made as rapidly as possible.

5 Electricity.

5.1 The apartment has the option of air conditioning and heating and is very well insulated. Electricity is included in the standard price.

6 Linen.

6.1 Linen includes hand towels, bath towels, bed linen, tea towels and mats.

7 Cleaning.

7.1 There is no additional cost for cleaning the apartment at the end of the booking.

8 Smoking

8.1 Smoking is not permitted in the apartment, but you may smoke on the terrace.

9 Security Deposit.

9.1 A security deposit of 200 Euros is required in case of damage to the property or its contents, or special cleaning required due to spilling or other accidents. The deposit sum of 200 Euros is not the limit of the clients' liability to the owners. It is payable to the proprietors, in cash, on arrival at the property.

10 Reservations.

10.1 Reservations are confirmed by the receipt of a signed and completed reservation form and the receipt of the full rental amount or a 50% deposit depending on banking charges.

11 Cancellations.

11.1 Fifty percent of the rental amount is non-refundable once a booking has been made.

11.2 If the balance is not received eight weeks before the beginning of the reservation period, the owners reserve the right to cancel the reservation in writing.

11.3 Should a client cancel their holiday up to eight weeks before the start of the rental period any sum over the 50% paid is returned in full.

11.4 Should a client cancel their holiday within eight weeks of the start of the rental period a refund may not be possible. However If the rental period is re-let, and we do try to do this, the full rental amount is returned (minus expenses and costs).

12 Wifi.

12.1 The apartment has free wifi. The password is provided on arrival.

13 Cleaning.

13.1 A thorough cleaning at the end of the letting period is included. However, the apartment should be left with a good standard of general cleanliness including emptying of bins, vacuuming of floors, wiping of surfaces and generally as found, excluding deep or detailed cleaning except when spillages etc. have occurred. Beds do not need to be made. The owners reserve the right to take the cost of cleaning from the security deposit if basic cleaning is not done.

14 Passports and Visas

14.1 It is the responsibility of all guests, regardless of their nationality, to check with the appropriate authorities about any visa and immigration requirements. We will not accept any responsibility if you or any passenger travels without the correct passport, visa, health insurance or any other required documentation.

15 Owners' Liability.

15.1 The owners shall not be liable to the client for the following:

- Any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment, machinery or service in the property.
- Any loss or inconvenience caused to, or suffered by the client due to the seasonal unavailability of public services to the property or the surrounding area.
- Any loss, damage or inconvenience caused to or suffered by the client if the property is destroyed or substantially damaged before the start of the rental period and in any event, the owner shall, within seven days of notification to the client, refund all sums previously paid for the rental. Any loss, damage or injury suffered by the client, their party, their vehicles or personal possessions whilst on the property.

15.2 In no circumstances shall the owner's liability to the client exceed the amount paid to the owner for the rental period.

15.3 The client is strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, public liability, accident etc., since these are not covered by the owner's insurance.

16 Prices

- 16.1 There are no hidden costs. Our quoted price includes a thorough cleaning at the end of your rental, bedding, linen and towels, Wifi, heating and all utilities, any VAT and all other local taxes.
- 16.2 We will guarantee the price of your booking in any major currency, on request. Otherwise it is denominated in Euros.

17 Payment

- 17.1 A non-refundable 50% of the rental price is paid at the time of booking. The balance is to be settled no later than two months before the start date of your rental.

18 If you have a complaint

- 18.1 If you have cause for complaint during your stay please bring it to our immediate attention.

19 Jurisdiction

- 19.1 These Conditions and the contract between us are subject to English law and the exclusive jurisdiction of the English courts.