PERFECT GITES IN NORMANDY

Terms & Conditions of Business

Including New Beginnings Barn and La Petite Etable

Thank you for choosing to stay with Perfect Gites In Normandy. We hope that everything will be to your satisfaction. Please review our terms and conditions below. Please email any queries to sthomas1971@hotmail.co.uk

1. Booking and availability

There are no specific check-in days. We try to accommodate your required days.

Minimum stays. There is a two-night minimum stay on all bookings. A one-night stay may be accommodated for an extra charge of 10.00 euros to the booking.

There are check-in and check-out times. In order for us to remain committed to providing everyone with a high standard of cleanliness, we do require you to check out by 10am on the day of your departure. Later times may be accommodated by request in advance of booking. Check-ins are allowed after 3pm on the date of your arrival. We understand that travel requirements are sometimes not ideal, so again please email us in advance.

Changes to a booking may be requested and, subject to availability and the maximum occupancy of the accommodation, may be agreed prior to arrival. For direct bookings, any agreed changes will be confirmed in writing only at the time of full payment.

2. Payment

Your booking is not confirmed until your 30% non-refundable advance payment (acompte) is received. A 30% non-refundable advance payment (acompte) is required within 5 days of your provisional booking. Non-payment will result in the provisional dates being opened back up to the public.

We will email you a receipt confirming the non-refundable advance payment (acompte), outstanding balance and due date.

The balance of your stay will be invoiced 4 weeks before your arrival date and will be payable within 7 days of that date. Non-payment will result in the dates becoming open to the public.

3. Cancellation

Cancellations more than 30 days before your arrival date will be refunded in accordance with the cancellation terms above, excluding the non-refundable 30% advance payment (acompte). Cancellations made less than 30 days before your arrival date will receive a 50% refund of monies paid, excluding the non-refundable 30% advance payment (acompte). Cancellation requests must be made by email.

In the unlikely event that Perfect Gites In Normandy needs to cancel your booking, a full refund of all monies paid, including the 30% advance payment (acompte), will be provided within 14 days.

4. Occupancy

At the point of booking, we require confirmation of the number of people attending in order to ensure the right sleeping arrangements have been made. No extra people can sleep in the accommodation without prior consent.

New Beginnings Barn has a maximum occupancy of 8 guests.

La Petite Etable has a maximum occupancy of 4 guests.

Day guests must be approved before arrival.

5. Damage deposit

A €200 damage deposit, in cash, is required at the start of your booking and is fully refunded upon departure, subject to any damages. We do not, however, consider items such as a broken wine glass in this point.

Where damage caused during a stay exceeds the €200 damage deposit, the guest will be responsible for the additional cost. An invoice for any additional amount due will be provided and payment will be required within 5 days of receipt.

Where damage caused by a guest results in the accommodation being unavailable for a subsequent confirmed booking, the guest may also be responsible for any directly resulting and demonstrable financial loss, subject to applicable law.

Any costs resulting from lost keys, including locksmith charges and replacement keys or locks where required, will be payable by the guest and may be deducted from the damage deposit.

6. Cleaning and linen

Full linen will be provided for your stay. Any stays of over two weeks will be offered a clean linen pack should this be required. Guests are then required to change their own bed linen and towels, leaving laundry available for us to collect. Offered on day seven.

Any additional cleaning charge will be based on the actual additional work or cost reasonably incurred and, where applicable, an invoice or other evidence of the cost will be provided. Payment will be required within 5 days of receipt.

The €40 cleaning fee covers normal end-of-stay cleaning. Where a gîte is left in an excessively dirty or unusually unclean condition, requiring additional cleaning beyond normal changeover cleaning, the reasonable additional cleaning costs may be charged to the guest after departure. This may include, for example, excessive dirt or mess, food or rubbish left throughout the accommodation, significant stains, or cleaning required as a result of a breach of these terms and conditions.

Each gite is thoroughly cleaned and inspected before you arrive. We ask that the gites are left as you have found them. A certain amount of cleaning products are left during your stay; however, you can opt for a €40 cleaning fee at the end of your stay.

7. Problems during your stay

We are sure you will be happy with your stay and accommodation; however, please contact us immediately with any issues so that we have the opportunity to resolve them without delay.

8. Guest behaviour

Guests are asked to respect our neighbours and quiet hours are between 10pm and 7am. Parties and events are not permitted.

Any behaviour that contravenes these terms and conditions, including smoking or vaping inside the accommodation, bringing pets or exceeding the agreed number of guests, may result in termination of the booking and a request to leave immediately, with no refund and the damage deposit retained.

The accommodation is strictly no smoking/vaping. Smoking or vaping inside the accommodation will mean that we have to do a deep clean before our next guests. Therefore, we will retain all the damage deposit to account for this.

Pets are strictly not permitted at either accommodation or anywhere on the grounds. Any breach of this condition may result in termination of the booking in accordance with these terms and conditions.

9. Children

Children must be supervised by a responsible adult at all times.

10. Hot tub – La Petite Etable

The hot tub at La Petite Etable is available exclusively to guests staying at La Petite Etable and must be requested and paid for before arrival. Guests staying in New Beginnings Barn or elsewhere on the property are not permitted to book or use the hot tub.

The additional charge for use of the hot tub is €50 per stay, maximum seven days. A two-week stay will therefore cost €100.

Use of the hot tub is restricted to a maximum of two adults at any one time. Children under 10 years of age are not permitted to use the hot tub. Children aged 10 years and over must be supervised by a responsible adult at all times.

The hot tub will be inspected daily before use, normally at 10am, although this time may be adjusted during the summer months.

Guests must not use the hot tub with make-up, tanning lotions, sun creams or similar products, and alcohol is not permitted in the hot tub.

The hot tub should not be used for longer than 15 minutes at a time. This 15-minute limit reflects the recommendation contained in French public health guidance for users of hot tubs/bains à remous. Use beyond the 15-minute period is not recommended.

If the hot tub becomes unavailable after it has been paid for, the hot tub charge will be refunded immediately.

11. Internet

No illegal downloading is allowed. We will cooperate with any lawful request from the relevant authorities.

12. Electric bikes

If you plan to bring electric bikes, please let us know in advance of your arrival. Our current pricing does not include any additional electricity for charging eBikes, so a small additional fee per bike may be requested. For safety and cleanliness, eBikes are not permitted inside the house or gîte at any time. Any agreed charging must be supervised, never left overnight, and should not exceed the typical charge time (maximum 2 hours). We have a lockable garage suitable for storing your bikes overnight.

13. Electric vehicles

Please note that charging of electric vehicles is strictly prohibited on the property. We do not have a dedicated EV charging point, and any attempt to charge using regular sockets or adaptors is unsafe and not permitted. Guests with electric vehicles must use a suitable local charging point — there are several available in nearby supermarket car parks and towns.

14. Access, maintenance and facilities

We reserve the right to access the accommodation where reasonably necessary for maintenance, repairs, inspections, emergencies or servicing, while respecting the privacy of our guests. For example, this may be necessary where windows have been left open when it is raining.

Guests are expected to take reasonable care of the accommodation and its facilities, including closing windows and doors when appropriate.

Temporary failure or unavailability of Wi-Fi, appliances or other facilities will not automatically entitle guests to compensation.

15. Personal belongings

If personal belongings are left behind after departure, we will contact the guest where possible. The guest will be responsible for any postage or delivery costs associated with returning the items.

Personal belongings will be retained for a period of three months from the date of departure unless an alternative arrangement has been agreed in writing with the guest. After this period, any unclaimed items may be disposed of or otherwise dealt with at our discretion. Items such as shampoos etc. will be treated as disposable immediately.

16. Insurance and personal property

We are fully insured; however, we cannot accept any liability for your property. You will be given a key to your door; please remember to lock it when you go out.

17. Force majeure

Neither Perfect Gites In Normandy nor the guest shall be liable for failure to fulfil their contractual obligations where such failure results from a force majeure event as defined under French law.

A force majeure event means an event outside the control of the party affected, which could not reasonably have been foreseen when the booking was made and whose effects cannot be avoided by appropriate measures.

Where such an event makes the accommodation unavailable or prevents the stay from taking place, the consequences of the cancellation or interruption will be dealt with in accordance with applicable French law.

18. Governing law

These terms and conditions and any booking made with Perfect Gites In Normandy are governed by French law.

19. Terms and conditions – acknowledgement

These terms and conditions will be provided to guests with booking enquiries, invoices and/or booking confirmations, as applicable. By proceeding with a booking, the guest confirms that they have received, read and accepted these terms and conditions in full.

Any query or request for clarification regarding these terms and conditions must be raised in writing before the booking is confirmed. By proceeding with the booking, the guest confirms acceptance of these terms and conditions, subject to any rights provided by applicable law.

Please do not hesitate to contact us with any queries.