

## Terms and conditions of reservation

Version 31/7/2013

### General terms

A booking can only be considered as confirmed following a minimum payment of 30% of the total value of the booking; the outstanding balance must be paid no later than 30 days prior to arrival. Failure to do so may result in the cancellation of your booking. In the case of bookings made via the internet, the balance will be automatically debited using the same card details supplied at the moment of reservation. For bookings made within 30 days of arrival the full payment will be required at the time of booking.

The payment of a deposit and or full amount of the value of the booking signifies acknowledgement and acceptance of the terms and conditions of Defiplanet' at Domaine de Dienné.

In the case of reservations made utilising, a gift voucher, gift box or similar the number of the voucher or box will be requested and must be supplied prior to confirmation of a booking.

All reservations which are made for dates which fall at the weekends must be a minimum of two nights, to include Friday & Saturday night or Saturday and Sunday night.

### Cancellation insurance

Cancellation insurance is not obligatory but we strongly recommend you consider taking out insurance at the time of booking. The cost of insurance is calculated based on the total value of the booking.

For a stay to the value of € 250 the cost of insurance is €7 between €251 and €500 - €9, €501 and €1200 - €14

€1201 and €2000 - €24, €2001 and €3001 - €48

A excess of 15 euro will be deducted by the insurance company prior to and refund being made

Full details of the policy can be viewed on our website: [www.domaine-de-dienne.fr](http://www.domaine-de-dienne.fr)

You must notify the insurance company within 5 working days of the date of cancellation:

Gras Savoye , 2 à 8 Rue Ancelle, BP 129, 92202, Neuilly sur sein cedex. Tel : 0141 435 000, Fax : 0141 435 555

### Cancellation charges

Cancellation of your booking will incur the following charges:

More than 30 days to arrival € 15 cancelation charge

Between 30 and 15 days to arrival 25% of the value of the booking

Between 14 and 8 days to arrival 50% of the value of the booking

Between 7 and 2 days to arrival 70% of the value of the booking

The day before arrival or in the case of non arrival 100% of the value of the booking

All cancellations must be received in writing either by email fax or letter the date of receipt of the same will be taken to calculate the cancellation charge

In the case of reservations made utilising, a gift voucher, gift box or similar, the above cancellation terms apply. Where the applicable cancellation charges are 100% of the value of the booking we ask that you send us your a gift voucher, gift box or similar within 7 days of cancellation of the booking to Defiplanet' at Domaine de Dienné.. Should you fail to pay the above charges within 7 days we retain the right to debit the bank or credit card, taken as guarantee at the time if booking, in the amount of the relevant charges.

### Changes to your booking

Should you amend the arrival date of your booking;

7 or more days prior to arrival an amendment fee of €15 will be applied

Between 7 and 2 days to arrival an amendment fee of €50 will be applied

1 day before or the same day will be classed as a cancellation of the reservation and therefore 100% will be due



### If we change your accommodation

At our discretion we retain the right, if necessary, to make a change to the type of accommodation we offer you. In this eventuality we will offer you accommodation of equal or higher value to that already reserved by you at the time of making the reservation. If it is not possible and we offer you an accommodation of a lower value than that confirmed you have the right to;

Accept the change with a refund in the difference in price

Cancel your reservation with a full refund of the amount paid or

Change the date of your reservation with no amendment fee

### Prices

Prices are correct at the time of publication and are for the current season. The contractual price will be confirmed by us at the time of booking.

Our prices include the rental of the accommodation the use of its contents, access to the free leisure activities (swimming pools and children's play area the outside fitness area, beach volley ball "Pétanque" area and walking paths) taxes and bedding. In addition, in the "Roulotte", "Maison dans les arbres", "Cabane dans les arbres" and the "carré d'étoiles" bathroom towels are included. Our prices do not include the optional final cleaning charge, the deposit, personal consumption, access to payable leisure activities the caution or the local "tax séjour". All chargeable activities in which you have participated in during your stay must be paid for before your departure. Should you not settle your account in full before departure we maintain the right to debit, in your absence, the bank card with which you have guaranteed your reservation

### Method of payment

Payment of your holiday may be made in various ways

By bank card: Visa, Mastercard/Eurocard (secure payment). For all other payment methods please contact us.

### Caution

On confirmation of your reservation a caution of 200 € per accommodation is required except Chalets, Gîtes and Maisons de Farfadets and Chateau where 300€ will be required the caution payment can be made by Euro cheque, which will be returned within fifteen days of your departure, or by supplying your bank or credit card details at the time of booking. We maintain the right to retain all or part of your caution in the case of damage to your accommodation or the facilities within le Domaine de Dienné.

### Arrival & Departure

You may check in to your accommodation between 16:00 and 19:00 hrs. We ask that if your booking has been made using a gift voucher, gift box or similar this will be requested at check in. Should you be unable to present this documentation you will be requested to pay for the part or whole value of your trip equal to that covered by the voucher or gift box prior to issuing you with the key to your accommodation. Should you send us your voucher we will refund the amount paid. The activities are available at defiplanet starting at 9am depending on the schedule and you are welcome to take part in all activities prior to collecting your key.

You are required to check out of the property no later than 11:00 hrs however you may remain on site to enjoy the activities available.

Each accommodation has a maximum number of occupants allowed and we request that, for reasons of security, you respect the limits.

### Curtailment of your stay

Should you need to cut short your stay we are unable to offer any reimbursement against the unused part of your stay.

### Inventory

An inventory of your accommodation should have been undertaken prior to your arrival. We request that you notify us of any missing or damaged items or of any problems that you may encounter as soon after arrival as possible

You will be advised of the cost of any damaged incurred during your stay or of any missing including the key items and will be required to arrange for payment of the same. Failure to do so will result in the retention of your deposit.

### Cleanliness of your accommodation

We pay particular attention to the cleanliness of our accommodation and request that you notify us on arrival should the cleanliness your accommodation not be satisfactory. Upon your departure you are requested to clean your accommodation. It is possible, at a supplement, to request your accommodation be cleaned by one of our team (Does not includes cleaning of the kitchen area). Should your accommodation not be left in a satisfactory state it may result in retention of part of your deposit equal to the cleaning supplement.

### Lost and found

We request that prior to your departure you verify that you have not left any personal items in your accommodation. Any items must be claimed within twenty eight days of departure. Items found and claimed will be returned to you subject to payment of the relevant postal charges.



### During your stay

It is strictly forbidden to smoke inside your accommodation. In cases where it is evident that this regulation has not been adhered to the sum of 100€ will be deducted from your deposit

### Pets (domestic animals)

Pets are welcome in our accommodation upon the payment of a supplement of 7€ per stay. We ask that you maintain control of

your pets at all times dogs must be on a lead when walking in the Domaine. We ask that you act in a responsible manner to ensure that your pets do not interfere with the enjoyment or stay of other guests. Please ensure that you advise us at the time of booking and please note it is obligatory that your pet's vaccinations are up to date and they are fitted with an identity chip or visible tattoo.

### Parking

Parking areas are provided in proximity to your accommodation in no circumstances are vehicles to be parked or driven on the grass areas. Failure to comply to this regulation may result in your vehicle being removed at your expense.

### Complaints

In order to assure you have the best stay possible, all complaints concerning your accommodation should be made known during your stay to a member of staff in order that they can be rectified to your satisfaction immediately. Any complaint not brought to our attention during your stay will result in our being unable to offer any form of compensation.

### The environment

In order to help us protect our environment we ask that you use the recycling bins provided

### Divers

In the case of force measure (natural catastrophe) meaning that we are unable to fulfil our obligations to you we will offer another date or return the full value of the booking and are not liable for further compensation



