

These T&C Annexes are actually separate pages on our website so guests can refer to them if it's appropriate and not bother if it isn't.

T&C Annex A : Pets

Pet Gates

Upon your request, we can provide a proprietary pet gate between the lounge and downstairs hallway or the kitchen. Should you wish to use this, it is not guaranteed foolproof and its failure to contain your pet(s) will not be accepted as a fault on our part. It is your judgement alone as to whether it is suitable. If you opt to use this gate please be aware there is a bar across the bottom at floor level. It is in the nature of the design and is an unavoidable potential trip hazard.

The wooden gate at the top of the stairs is intended only to check small children from accidentally stumbling down the stairs. Pets are not allowed upstairs and this gate is not to be used to contain them there. It may of course be used to ultimately prevent them from going upstairs but should not be the first line of prevention.

Neither gate will prevent a deliberate attempt to circumvent them or support weights or pressures beyond their design limitations

The following additional conditions apply in respect of pets.

A1. Well behaved pets are welcome with our explicit permission and subject to adherence to the conditions below. We reserve the right to accept or decline bookings according to breed, size, numbers or any other factor we deem relevant. Once a booking which includes a pet or pets has been accepted no additional pets may be added to the booking but a substitution may be accepted subject to circumstances and our agreement.

A2. Pets must not be left alone in the house and are not allowed upstairs. They are not allowed directly on furniture, seating, beds or rugs and you must provide your own suitable and clean protection to prevent them from coming into direct contact with our furnishings.

A3. You must bring with you everything your pet needs to enjoy a comfortable visit; bed, bedding, basket/cage, dishes, towels, grooming items, etc. You must not use anything we have provided in the property, which is supplied exclusively for human use.

A4. Pets must be treated for fleas, ticks and worms ahead of the visit and if appropriate they must be certified free of rabies (there is no rabies here though). This will have been done to comply with Pet Passport regulations if you are coming directly from the UK or Ireland but if you have been in France for an extended period or are arriving from a country where such documentation is not required you must comply with the requirements and timings of the UK Pet Passport scheme. We reserve the right to inspect documentation or see proof of treatment where there is any doubt.

A5. Pets must be kept under control at all times and not allowed into areas containing farm animals or crops.

A6. Pets must be actively prevented from getting within five metres of the pool area. The pool and surrounding area are for human use only and in the event of evidence that pets have been in the pool you will forfeit your security deposit as it will have to be drained, sterilised and refilled.

A7. Any fouling in the house or grounds of the property must be immediately "bagged" by you and disposed of in an official household waste disposal receptacle at the earliest opportunity (please double-bag it). The material must not be stored in the house or allowed to build up and must not be disposed of within the environs of the property. The material or bags must not be flushed down toilets.

A8. The enclosed patio area is planted with herbs intended for human consumption. Dogs must be actively prevented from using this area for toilet, including just "lifting a leg". Likewise in respect of any area containing edible plants, e.g. strawberries.

A9. All damage or soiling caused by pets must be notified to us as soon as possible (so we can rectify the situation prior to the arrival of subsequent guests) and, if appropriate, paid for before departure

A10. This applies only to pets that have not been previously agreed by us and named on your Booking Confirmation & Invoice. If we have not agreed any pets, or the breeds or numbers are not as agreed we reserve the right to require that either the pet(s) is/are placed in kennels in France, by you, for the duration of your stay and at your expense or you vacate the property without refund or compensation. Unapproved pets (whether your own or those of your own visitors) must not be allowed in the house and at our sole discretion we may require that unapproved pets are kept securely in a barn until the matter is resolved. If you bring a pet that we have not agreed you should start from the premise that you will be refused entry to the property and, even if subsequently agreed, you will pay a surcharge of €200 and an additional Security Deposit of €200.

T&C Annex B : Smoking

Where it is appropriate the following text applies to the general Terms & Conditions

B1. You may smoke outside, on the patio or in the open grounds but smokers must ensure that all cigarettes or cigars are fully extinguished after use and that all butts are disposed of properly and safely, do not cause litter and are not brought into the house where they may cause odours.

B2. Smoking is not permitted anywhere in the house or its periphery (e.g. through open windows, doors or chimneys) or, for fire-safety reasons, in any barn or other structure and nobody may smoke anywhere in such a way that the fumes or odours permeate the house through open doors or windows (e.g. from the patio or other outside areas). In the event of evidence this has been ignored we will deduct the cost of rectifying the situation from your security deposit or at our discretion we will retain the entire amount of your security deposit and will ultimately seek from you the full cost of remedy if this is insufficient.

B3. The "smoking" of electronic cigarettes or vaporisers is not permitted in the house. The conditions above apply.

T&C Annex C : Vehicles

Our prices include utilities and heating, hot water, etc. for the normal enjoyment of the property by the party members named on the BCI. There are however some specific circumstances where we will charge a fee.

C1. Electric & Hybrid Vehicles

The charging of electric or hybrid vehicles is permitted only with our prior agreement, for which we will charge a service fee, to be agreed. In the event of such vehicles being connected to our electricity supply without our prior agreement a service fee of €10 per day will apply for each day of your stay, irrespective of actual usage. You must tell us prior to arrival if you or any party members are travelling in an electric or hybrid vehicle (unless it is 100% self-charging).

C2. Caravans & Mobile Homes

The parking of your own or your visitors RVs, caravans, mobile homes or similar at the property is permitted only with our prior agreement, for which we may charge. Connection to any utilities is permitted only with our prior agreement, for which we may charge. There must be absolutely no discharge of tanks or waste material at or anywhere near the property or a charge of €100 will apply. Unless expressly agreed prior to booking, La Goupillère guests named on the Booking Confirmation must stay in in the house overnight. If you travel here in a camper van of any kind or bring a caravan it must be used for transport only, not as accommodation whilst on site

T&C Annex D : Security Deposit

In common with the vast majority of holiday home owners we ask for a Security Deposit so that we have some redress in the unlikely event of damage or loss. Although we have never withheld any part of a client's Security Deposit there are circumstances in which we reserve the right to do so and, rather than list these in our general Terms & Conditions we have set out those circumstances here. In all cases, if the cost of repair or replacement exceeds the value of your Security Deposit we reserve the right to claim from you the actual costs incurred.

We accept there will be the odd broken glass, etc. so please tell us of accidents at an appropriate time but straight away if they impact upon your holiday so that we can rectify them quickly and without fuss.

In the event of a situation arising where we cannot reach an amicable agreement the following text will apply to section 3.2 of the general Terms & Conditions.

D1. Fair wear and tear of all items or normal breakdown of equipment will not be considered by us as damage so long as things have been used in accordance with normal practice and have not been used in a manner proscribed elsewhere.

D2. You are responsible for any damage or loss caused by all members of your party including children, persons who cannot be held responsible in their own right, persons you invite into the house and all pets whether they belong to you or not.

D3. Accidental damage should be apparent. If anything is damaged, whatever the situation, please tell us so we can agree an amicable and speedy resolution. We ask that you do not conceal any damage as the house and contents are checked completely after each visit to ensure there are no safety or maintenance issues.

D4. True accidental damage aside, breakage or soiling of the contents of the house or damage to the building or its decorations caused by inappropriate use, carelessness or loss of control will be charged at the repair or cleaning cost if possible or full replacement value if repair or cleaning is impracticable. Please also see additional conditions applying to pets, if appropriate.

D5. You must leave the house and all equipment in the same general state of repair and cleanliness as you found it. The house will be prepared and set up to our required high standards prior to arrival but the rental price does not include an end of let clean as such. We reserve the right to charge for any excess cleaning costs.

D6. Any damage to equipment caused by attaching your own devices, reconfiguring it or relocating it will not be accepted as breakdown. We will charge the cost of repair or replacement.

D7. Any damage caused by exceeding design parameters will not be accepted as accidental. We will charge the cost of repair or replacement.

D8. In the event of damage or breakdown caused by you, for whatever reason, we will use our best endeavours to repair or replace the affected item(s) but we offer no guarantees of timescales and no compensation for loss of amenity or service will be paid.

D9. Mattress protectors are provided so the soiling of the mattresses themselves will be considered avoidable and we will claim the full replacement cost from you as we cannot adequately clean mattresses and do not expect subsequent guests to encounter stained bedding. Soiled duvets and pillows (which have protectors) will be professionally cleaned or, if this is impracticable, replaced and we will deduct the cost from your Security Deposit. We will also deduct the cost of unreasonably soiled bed linen, towels or other household items.

T&C Annex E : Bedding and Towels

Although the following will be applicable only to very few people it is, sadly, necessary as we have previously suffered significant loss.

We provide high quality and therefore expensive bedding and towels. Some products and processes, particularly sun creams containing Avebenzone and "spray tanning" products, are known to cause permanent staining of fabrics they come into contact with, often only visible after a hot wash. The staining can often, but not always, be avoided by first washing affected items in cold water but unless we know to do so all bed linen

will be taken to the laundry and washed at high temperature, so it is too late to take remedial action. Of course, not all products are culpable but it is not possible to single out those that are.

In addition to externally applied cosmetic body products, some medical conditions and/or their medications, internally or externally applied, can cause similar problems, often enzyme based and therefore extremely difficult or impossible to remedy. The most common are acne and cortisone creams and treatments for eczema and insect bites.

E1. You agree to remove makeup, tanning, sunscreen or other body products before going to bed and agree not to allow such products to come into contact with any of our furnishings (e.g. towels, sofas, bedspreads, etc). Any staining caused by your use of such products will be considered as damage caused by you.

E2. You agree to advise us of and discuss the situation with us at the time of booking if any member of your party has any condition or is taking medication that may result in discolouration or damage to bed linen or other furnishings. With our prior agreement you are welcome to bring your own bed linen, pillows, duvet and mattress protector. You agree to fully reimburse us for replacement of all items damaged, whether or not the condition was notified to us and whether or not the damage is apparent at the time of departure or at a later date, e.g. following washing.

E3. All bed linen is professionally laundered and, after it has been inspected for cleanliness or damage, sealed in polythene by the laundry. All bedding, including duvets, protectors and mattresses is inspected for cleanliness or damage at the time of preparation for your visit, normally the day of arrival. We can therefore be confident that it is unmarked and undamaged. In the extremely unlikely event that you find otherwise you must advise us of the issue immediately and it will be rectified immediately. There will be no subsequent acceptance on our part that bedding was stained or damaged upon arrival.

T&C Annex F : Payment Methods & Charges

Commissions & Fees

Neither you nor we need to pay surcharges to third parties to effect payment. Whilst you are of course welcome to pay by any method you choose, the amounts credited to our account must be the full invoiced sums. All charges, whether incurred by you or us, must be borne by you.

Internet Banking

Our preferred method of payment is personal electronic transfer using internet banking which is secure, straightforward and free of charge to both parties. Your Booking Confirmation and Invoice will include full details of our bank account whether you choose to pay in Sterling or Euros. If you are cautious about transferring large sums of money this way you are most welcome to transfer a token £5 or 5€ and, upon receipt in our bank account, we will notify you of the successful transaction.

Cheques, etc.

We do not directly accept personal cheques, company cheques, third-party cheques, bank drafts, holiday vouchers, etc. You may of course use a personal cheque to pay for a transfer at your bank.

Inter-Bank Transfers

Some forms of bank transfers are free of charge but others are not. Any transfer costs you incur are entirely at your own discretion and any transfer costs we incur must be factored in to your payment so that the amount actually credited to us is the full amount invoiced.

Non-Euro or Non-Sterling Transfers

Our rental rates are quoted in Euros and if paid in Euros should be credited to our French bank account or, if converted into Sterling, credited to our UK bank account. Under normal circumstances any conversion from other currencies will take place prior to the payment being credited to our account. If you wish to remit your own currency to our bank for them to convert, you must send sufficient funds in your currency to cover the full invoice amount and any fees or commissions levied on us as a result of receipt of non-Sterling or non-Euro payments.

Euro Exchange Rate

If you choose to pay in Sterling an exchange rate for conversion of the Euro price into Sterling for payment into our UK bank account will be agreed. Your Booking Confirmation & Invoice will be issued in Sterling, with no subsequent correlation to future exchange rates.

For Eurozone guests, the Security Deposit will be a fixed sum of 150€. This will be returned, less any deductions for damage or loss, by cheque, drawn on our French bank account.

Cash

We will, according to the circumstances, accept cash (Euros only) upon arrival for all or part of the rental charge and/or Security Deposit but you must provide a credible reason for doing so prior to arrival.

Refunds (Cross Currency Transactions Only)

Notwithstanding any other aspects of our Terms & Conditions, if any refunds are agreed as a result of cancellation on your part or cancellation by us for your failure to pay balances by the agreed dates the following will apply where cross currency transactions are applicable :

Funds received in our UK bank account in Sterling, from whatever source or currency will be returned in Sterling on a one-for-one basis. Any fees or commissions incurred by you or exchange rate changes will not be factored in, i.e. if we received £100 we will return £100. Any fees or commissions we incur will be deducted from the amount remitted.

Funds received in our French bank account in Euros, from whatever source or currency will be returned in Euros on a one-for-one basis. Any fees or commissions incurred by you or exchange rate changes will not be factored in, i.e. if we received 100€ we will return 100€. Any fees or commissions we incur will be deducted from the amount remitted.