



Booking Conditions for Chateau Rigaud

SARL Chateau Rigaud is a registered French company.

Where these Conditions mention 'Chateau Rigaud' or 'The Company', this means the registered company SARL Chateau Rigaud.

References to "you" and "your" mean the person making the booking (the "party leader") and all members of the holiday rental party who have been accepted by the Company.

These Conditions set out the basis of your contract with the Company. They also deal with the Company's position. Nothing in these conditions affects your normal statutory rights.

1. Your booking

All offers and bookings are subject to availability. The party leader must be at least 18 years of age at the time of booking. Your booking is made as a consumer and you agree that no liability can be accepted by the Company for any expenses, costs, losses, claims or other sums of any description which relate to any business, howsoever suffered or incurred by you.

When the Company issues a written/email confirmation to you, this signifies that the Company has entered into a contract with you, which is subject to these conditions. The Company has the right to refuse any booking prior to the issue of written/email confirmation, and if the Company does this, the Company will tell you in writing/by email and promptly refund any money you have paid us. When you receive your confirmation, the details must be checked carefully. If anything is not correct, you are required to tell the Company as soon as possible.

2. Paying for your property

The initial deposit is 2000 euros which secures your reservation until February in the year of your booking. A further deposit, equivalent to 50% of the remaining booking cost is due by 28th February of the year of your booking and the balance is due eight weeks before your arrival date.

When a booking is made less than six months ahead of the arrival date, the deposit taken is equivalent to 50% of the total booking cost with the balance due 8 weeks before arrival date.

The initial deposit and all further payments are payable by bank transfer, debit or credit card. Providing the booking can be confirmed, the Company will then send email confirmation to you as soon as reasonably possible showing your booking details and the balance of your total holiday cost which must be received by the Company no later than 8 weeks before your arrival date at the property. Where bookings are made less than 8 weeks before your arrival date, payment of your total holiday cost is due at the time of making the booking.

3. Cancellations or changes to your booking by the Company

The Company do not expect to have to make any changes to your booking, but an unforeseen problem could occur in which case a booking might have to be changed or cancelled. If this does happen, the Company will endeavor to contact the party leader by telephone and by email as soon as is reasonably practical, explain what has happened and inform you of the cancellation or change.

So as to keep any period of uncertainty to a minimum, the Company will, whenever reasonably possible, communicate with you by telephone and email in the case of a significant change or cancellation and you are required to do the same. The party leader should tell the Company as soon as reasonably possible whether you wish to accept any change to the booking or alternatively whether you want a refund.



4. Circumstances beyond the control of the Company (Force Majeure)

Except where otherwise expressly stated in these Conditions, the Company shall not be liable, jointly or individually, for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for any failure by the Company to perform or properly perform any of their respective obligations to you which is due to any event(s) or circumstance(s) beyond the reasonable control of the Company (referred to as "force majeure" in these Conditions).

By way of example, force majeure includes fire, flood, exceptional weather conditions, epidemics, destruction or damage of the property by any cause (other than negligence of the Company) and all similar situations. In appropriate cases (for example where your booking has to be cancelled before departure) the Company will however, refund to you all monies paid to the Company by you for your booking. No compensation, expenses, costs or other sums of any description (including without limitation the cost of securing an alternative property/ accommodation) will be payable in such circumstances by the Company to you.

5. Promotional material

The Company aims to ensure that promotional information provided is accurately conveyed in the brochure and other promotional literature or material produced and circulated by the Company. However, the information and prices in the website or other material may have changed by the time you come to book. Whilst every effort is made to ensure the accuracy of the brochure/other material and prices at the time of printing, changes and errors occasionally occur.

The Company cannot accept responsibility for any changes or closures to area amenities or attractions mentioned in the website, by the Company's employees or representatives or advertised elsewhere. The Company makes reasonable efforts to ensure that information supplied to you in relation to the property or its facilities and/or services is accurate and complete as at the date given.

6. Liability

The Company's liability is always subject to the provisions of Section 4 (Force Majeure). The company shall have no liability for any death or personal injury unless this results from the negligence of the Company or its employees (providing they were at the time acting in the course of their employment).

You must take all necessary steps to safeguard your personal property. No liability is accepted by the Company in respect of damage to, or loss of, such personal property except where the damage or loss is caused by the negligence the Company or where the damage or loss is caused by the negligence of the Company or its employees (providing they were at the time acting in the course of their employment).

Please also refer to Section 4 (Force Majeure) above.

7. Cancellation of your booking

If you have to, or wish to, cancel your booking, the party leader must contact the Company via email as soon as possible. The day the Company receives your email notification of cancellation is the date on which your booking is cancelled.

In the case of cancellation the Company will make every reasonable effort to replace your booking. If the dates for which the booking was made can be re sold for an equivalent or greater sum than the total booking cost then the Company will return your deposit less a 15% administration fee. Where the Company is unable to resell the period of your booking then all deposits paid will be retained by the Company as compensation for the lost booking.

Where a booking is cancelled by the party leader within twelve weeks of the arrival date, you are responsible for making payment of the full balance of the rental within 30 days of the cancellation date.



If any payment due in relation to your booking is not paid by the appropriate date, the company is entitled to assume that you wish to cancel your booking. In this case, the Company will be entitled to keep all deposits paid or due at that date and or claim any balance outstanding and due by you.

(iii) Curtailment of your holiday

The Company is unable to provide any refund in the case of any curtailment of your holiday.

The Company advises that adequate holiday insurance cover is arranged to cover you and your party against any unforeseen problems that might lead to cancellation or curtailment.

8. The Chateau

The Chateau will be ready for you after 4pm on the start date of your holiday rental. On the final day of your booking you must vacate bedrooms by 10.00am and leave the chateau completely by 11am.

You and all members of your holiday rental party agree both to keep the property clean and tidy and to leave the property in the condition as you found it upon your arrival.

You and all members of your holiday rental party further agree not to use the property for any commercial purpose, including without limitation assigning or subletting it or otherwise allowing anyone to occupy it who has not previously been accepted by the Company.

You are responsible for the actual costs of any breakage or damage in or to the property - along with any additional costs that may result - which are caused by you and/or any members of your holiday rental party, and the Company can require payment from you to cover any such costs.

The Company is entitled to refuse to hand over to you, or to repossess, the property (which includes the fixtures, fittings, furnishings and decorations) if the manager or responsible person appointed by the Company reasonably believes that any damage is likely to be caused, has been caused or is being caused by you or any members or your holiday rental party.

These circumstances will be treated as a cancellation by you. No refund of any monies you have paid in respect of your booking will be made and the Company will have any liability to you as a result of this situation arising (including for example any costs or expenses you incur due to not being able to occupy the property, such as your incurring the cost of securing an alternative property/ accommodation).

In this situation the Company is not under any obligation to find any alternative accommodation for you.

You must not allow more people to occupy the property than have been agreed to at the time of booking and neither can you significantly change the composition of the holiday rental party during your occupation of the property.

Customers with allergies should be aware that we cannot guarantee that a registered guide and/or hearing dog has not stayed in their chosen property nor can we accept any liability for any suffering which may occur as a result of such animals having been present.

You must allow the Company and any representative of the Company (including workmen) access to the property at any reasonable time during your occupation of the property (except in cases of emergency or where a problem needs remedying quickly and you cannot be contacted in time - in these situations the Company is entitled to enter the property at any time without giving you prior notice).



9. Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If, however, you have any cause for complaint the Company will be anxious that remedial action is taken as soon as possible. It is essential that you contact a representative of the company immediately if any problem arises so that it can be speedily resolved.

10. Security Deposit

You will be expected to provide a security deposit of 800 euros in cash on your arrival. The security deposit will be refunded at the end of your holiday rental (less any costs for breakages, damage etc if applicable.)