

TERMS & CONDITIONS

1. Reservation, payment and cancellation

Reservations can be made by e-mail or by post and confirmed within 7 days using the booking form provided and including a non-refundable deposit of 20% of the total cost or if you book less than 6 weeks before arrival, the full price. If the full amount is not received by the due date, we reserve the right to cancel the reservation. The final payment is due 6 weeks before arrival.

The prescribed number of people per booking form can not be exceeded in any case.

2. Prices

Included in the Price is: a welcome pack, shared pool (seasonal), electricity and water for domestic use only, heating, wifi, bed linen, bathroom towels (if your stay is 3 nights or more), tea towels and end of stay cleaning.

3. Cancellation by the client

The deposit to secure the reservation is non-refundable. There is no refund of the balance after the 21st day prior to the arrival date. In the event of a cancellation due to the Government announcing travel and health restrictions related to COVID 19, we will refund the deposit or full amount if paid without conditions.

3. Cancellation by the owner

It is recommended to take out insurance to protect the risk of cancellation upon booking. If a gite is not available on the indicated day, due to unforeseen circumstances, every attempt will be made to move the guests. If this is not possible, the full rental amount will be refunded without any doubt, but no additional responsibility will fall on the owners.

4. Your Responsibilities

Your property is cleaned prior to your arrival, if there is something you are not happy with, you must report this to the owners on your arrival, we request that you respectfully remember that you are staying in someone else's house and therefore leave it clean and tidy when you leave, end of stay cleaning will be undertaken by us. Breakages must be reported to the owners so that they can be corrected before the arrival of the following guests.

5. Check in/out

Check-in takes place after 5pm and check-out time is 10am. The owners are happy to offer early arrival and / or late departure for a small supplement and subject to availability and other conditions. Please contact the owners directly for more details. If you are going to arrive after 6pm please call or text the owners to let them know.

6. Complaints

In the event of a complaint, whether at the arrival or after the beginning of the occupation, it must be brought to the attention of the owners immediately so that corrective measures can be taken without delay. They will do everything possible to face all difficulties, quickly and efficiently. Owners retain the right to enter the property at any reasonable time to process complaints and to carry out repairs deemed necessary for the property or equipment. Any complaint after departure must be made in writing within 14 days of your departure.

7. Pool – seasonal opening - 10m x 5m x 1.2m deep.

Children must be under the supervision of the parents/guardians at all times, the owners can not be responsible for their safety as there is no lifeguard duty. Pool towels are not provided, however, they are available to hire, please ask for further information. No diving into the pool as the pool is only 1.2 m deep. For the safety of all users, no glass to be used around the pool. No smoking allowed around the pool.

8. General information

While every possible effort will be made to keep the pool and household equipment in good order for the enjoyment of our guests we can not accept responsibility in the event of an unexpected disaster but would ask you to endure with us while that we try to correct the problem as soon as possible. We accept smokers/vaper users but we would appreciate it if you smoke/use vapers outside of the gite. If the gite has to be cleaned due to smoke (eg cushions/curtains etc.), a minimum supplement of €80 will be levied. A €250 security deposit is required, the deposit is held in case of any large breakages or if damages occur. This is returned on your departure.

9. Invitations to non resident guests

We would like you feel at home whilst you are staying with us, you are free to invite guests for the day, however, we are required by law for fire safety regulations and insurance to know who is on our property at all times, therefore we would be grateful if you could let us know if you are going to have visiting guests.

10. Car Parking/Play area/Pets

Ample parking is available at your own risk. No camper vans or tents allowed.

Access to the shared play area is at your own risk. No pets allowed.

11. Privacy Policy

All the information you provide to us at the time of booking one of our gites will only be used for the purpose of processing your booking. We will not share any of the information you provide with any third parties or for marketing purposes. The information you provide will be held securely by us whether the information is in electronic or physical format. We will only use the contact details you provide to contact you to progress your booking with us.