

General Terms and Conditions:

1. **Holiday Price:** The price quoted is guaranteed from the date that we receive the booking form and deposit.
2. **Reservation:** Your holiday will be reserved when we receive your deposit. A confirmation email will be sent to you showing the date(s) booked.
3. **Deposit:** A deposit of £200 is payable when booking. The deposit is non-refundable.
4. **Balance of payment:** The balance of payment must be paid eight weeks in advance of your arrival at La Petite Martinière. If payment is not received eight weeks prior, we reserve the right to cancel your booking, forfeit any deposit paid and treat it as a cancellation in accordance with clause 5.
5. **Cancellation fees:** If you cancel your holiday, you will be liable for a cancellation fee based on the following; (i) cancellation eight weeks or more before the start of your holiday date = fee is the deposit only. (ii) cancellation less than eight weeks before the start of your holiday date = fee is the full cost of the holiday.
6. **Insurance:** All guests should take out their own insurances. The booking of a holiday by the Group leader is confirmation to us, on behalf of the entire group, that the appropriate insurance is in place.
7. **Force Majeure:** We are not liable for any loss, delay or cancellations due to fire, storm, flood, closure of ports, terrorism, weather conditions, Acts of God, riots, political unrest, industrial disputes, war or any other events beyond our control.
8. **Liability:** Under no circumstances shall our liability to you exceed the amount paid to us for your holiday. You must take all necessary steps to safeguard your personal safety. We accept no liability for any death or personal injury.
9. **Fishery Rules:** All persons agree to abide by rules, as laid down by the Owners.
10. **Termination:** We reserve the right to immediately terminate the services we are contracted to provide to you if we, our employees, agents or any other person appointed under our authority, consider your behaviour likely to cause unacceptable annoyance or harm to other persons or damage to fish or property. In this case, we will not accept any liability to pay a refund or provide compensation for any costs that you incur.
11. **Complaints:** In the unlikely event of a complaint by you or one of your party, please advise us immediately.
12. **Passport/Visa:** It is recommended that you and each member of your party possess a valid passport and visa if applicable. If you fail to obtain any relevant documentation prior to travel, you are solely responsible for any costs, loss or damage, which you incur as a result of that failure. We shall not be liable for any costs, loss or damage and no refunds will be made.
13. **Pets:** Pets are not allowed.
14. **Swimming:** Swimming is not permitted in the lake.
15. **Dress code:** Please remember that whilst this is your holiday, the premises are our home and we ask you to adopt a sensible dress code at all times. Swimwear may only be worn in the spa area. A minimum of shorts and T-shirts are expected around the lake and in the swims.
16. We ask that guests do not arrive before 14:00 on the start date of their booked holiday. We also ask that guests vacate the site by 10:00 on their departure date.

Terms and Conditions for Hire of Equipment:

1. **Deposit:** A returnable deposit of 100€ for all equipment is required (upon arrival). This will be returned after appropriate checks of all equipment have been made on the day of your departure. An appropriate sum will be deducted from your deposit if any equipment is found to be damaged.
2. **Equipment check:** Upon your arrival, it is your responsibility to check all hired equipment is not damaged. Any damage must be reported to us immediately.
3. **Hirer's responsibility:** During your stay, you are responsible for all of your hired equipment and are expected to take reasonable care of it, leaving it clean and tidy at the end of the hire period.
4. **Spa area/hot tub availability** is subject to weather conditions and owner's discretion.