



# *The Gascony Secret*

*Booking Form, Conditions & Information*

*2013*

*English Edition*

ADDRESS

*POSTCODE*

SIGNATURE .....

# BOOKING CONDITIONS

## BOOKING CONDITIONS

Detailed below are the terms of the agreement between you, as the party leader/holidaymaker, and us The Gascony Secret of 19 Leith Court, Thornhill Edge, West Yorkshire, WF12 0QP on behalf of the owner. Please read these conditions carefully. The party leader signing the booking form accepts liability for the performance of the contract on behalf of the entire party. The contract comes into existence when you receive your official booking confirmation letter.

## HOW TO BOOK YOUR HOLIDAY

1. Once you have chosen your holiday accommodation, please either call our offices on +33 (0) 553 54 09 08 or email [info@gascony-secret.com](mailto:info@gascony-secret.com) to enquire if your particular choice of weeks are available. Our offices are open from 8.00hrs 17.00hrs weekdays (UK time).
2. When you receive verbal/written confirmation of availability, please send the booking form from the website, together with a cheque, bank transfer or credit card details for 25% of the total holiday cost to The Gascony Secret, 19 Leith Court, Thornhill Edge, West Yorkshire, WF12 0QP. Upon receipt of your booking form and deposit, a letter will be sent by e-mail or post confirming your holiday.
3. The balance of your holiday is due 9 weeks prior to departure. A reminder will be sent. Please send the final balance plus the security deposit at this time. All necessary documents will be sent to you within 3 weeks of your arrival.
4. A refundable damage/security deposit is required with your final payment as detailed on the house description. This will be refunded to you within 4 weeks of your return less any charges as applicable.

## BOOKING AND PAYMENT



Please complete the enclosed booking form and return it to The Gascony Secret together with a non-refundable deposit payment for 25% of the total holiday cost. The full balance is required 9 weeks prior to the departure, full payment and the damage/security deposit must be sent with your booking form. Failure to send the holiday monies by the due date may result in us treating your booking as cancelled. Dishonoured cheques will be treated as a cancellation of your booking.

## MAXIMUM OCCUPANCY

The maximum number of people accepted at the property is stated in the description. Parking a caravan or pitching a tent in the grounds is not permitted. You must not take any additional people to those listed on the booking form without our written consent. Where an under occupancy rate has been paid the reduced number of people/bedrooms must not be exceeded. Failure to observe these conditions could result in your party being asked to vacate the property.

## TRAVEL INSURANCE

We strongly recommend you take out comprehensive insurance at the time of booking. This can save you much heartache and money if, for example, you should need to cancel the holiday at a later date. All party members should have insurance for personal belongings, public liability & health, as these are not covered by the owner's insurance. Neither the owner nor The Gascony Secret accepts any liability for any losses that may be incurred for which insurance is available

## PRICES

Except where otherwise stated, all high season holidays will include electricity, water and often gas (excluding heating). However, excessive use of these services could incur an additional charge by the owners. These supplies are normally charged as extra during mid and low season rentals unless otherwise stated.

## OUR LIABILITY TO YOU

The accommodation we arrange on your behalf belongs to and is managed by independent owners. All our properties are checked regularly and the brochure and website descriptions are made in good faith. As we act only as agent for the owner we cannot accept any liability for any act or omission on their part, or of anyone representing or employed by them. Further, we cannot accept any liability for any shortcomings or defects at any property as all properties are within the sole control of the owners. This also applies to an event which is unforeseeable, unavoidable or outside our control. We do not accept responsibility for the breakdown of supplies of gas, water or electricity, swimming pool filtration systems, domestic or electrical equipment or internet access. We will make every effort to solve problems of this nature as soon as we are notified. Please also note that where stated as available satellite TV and internet access cannot be guaranteed as uninterrupted for the duration of your stay. Specific channels cannot be guaranteed and internet access is for 'occasional' holiday use and not for constant/commercial use.

## AMENDMENTS/CANCELLATIONS MADE BY YOU

If you should be forced to cancel your holiday once your official booking confirmation has been sent to you, then cancellation charges will apply. The party leader must cancel the holiday in writing and send it by recorded delivery to us. The charge is calculated from the date that The Gascony Secret receive your written notification. Cancellation charges are calculated as a % of the total holiday accommodation cost as follows:

More than 56 days prior to arrival = 25%  
29 – 55 days prior to arrival = 50%  
0 – 28 days prior to arrival = 100%

If you wish to change your accommodation arrangements after the booking has been confirmed in writing we will do our best to make the changes where possible – an administration charge of £25 will be incurred.

## ALTERATIONS/CANCELLATIONS MADE BY US

In the unlikely event that we have to cancel or change your original destination due to a house being withdrawn, we will notify you as soon as possible. You will be offered, where available, either a choice of similar alternative accommodation or cancellation of your holiday with a full refund.

## DAMAGE/SECURITY DEPOSIT

A damage/security deposit per week or part of your stay is required at the time of final balance payment (please see the individual house description for details). Charges for damages, breakages, outstanding bills and any extra cleaning required if the property is left in an unacceptable state will be taken from your damage/security deposit. Your damage/security deposit will be refunded to you within 4 weeks of your return. However, the sum reserved shall not limit your liability to The Gascony Secret on behalf of the owner.

## DISABILITIES

In order for us to help you choose a suitable property it is imperative that we be informed of any disabilities of people in your group. If we are not aware in advance of disabilities we cannot be held responsible if a property does not suit your needs.

## COMPLAINTS

If you have a justifiable complaint concerning your holiday accommodation, as the contract for your accommodation is between you and the owner, any queries or concerns should first be advised to the owner/caretaker of the property immediately. If you are unable to resolve the complaint, you should then contact our Representative in the area (details are given in your final holiday information pack) and ask for help. If the problem is still not resolved, you must contact The Gascony Secret on +33 (0) 553 54 09 08.

Any assistance provided in resolving a complaint in relation to your booking is provided on a goodwill basis and in our capacity as agent only.

If you leave the property/move to alternative accommodation without contacting us and giving us time to rectify the situation you will lose all rights to compensation or

repayment. You must also confirm in writing full details of the complaint to The Gascony Secret within 14 days of the end of the contractual holiday accommodation period. If you have any complaints regarding any services we provide (as opposed to any provided by the owner) you must inform us immediately in writing within 14 days of the end of the contractual holiday accommodation period. Our maximum liability to you if we are found to be at fault in relation to any service we provide (as opposed to any service provided by the owner for whom we are not responsible) is limited to the commission we have earned or are due to earn in relation to the booking.



## LEAVING THE PROPERTY CLEAN AND IN GOOD ORDER

You must leave the property and furniture in the same arrangement and condition as when you arrive. Basic cleaning between lettings is included in your holiday price, but the owner reserves the right to deduct the cost of any extra cleaning above and beyond this from the damage/security deposit.

## ARRIVING AND LEAVING

You are asked not to arrive at the property before 16.00hrs/17.00hrs on the day of arrival and to leave by 10.00hrs on the day of departure. If you know you will be arriving late please let us know in advance and we will make arrangements with the key holder. Failure to do this could result in the property being locked when you arrive. Any visitors still at the property after 10.00hrs on their last day without prior permission from the owner, will be liable for extra charges.

## PROMOTIONAL LITERATURE/WEBSITE DESCRIPTION

All property descriptions are, to the best of our knowledge, accurately conveyed.

## FORCE MAJEURE

Except where otherwise expressly stated in these Booking Conditions, we regret that neither The Gascony Secret nor the Owner can, either jointly or individually, accept liability to pay any compensation where the performance or prompt performance of the obligations under your contract by The Gascony Secret or the Owner is prevented or affected by you or you otherwise suffer any damage or loss as a result of the Owner and/or The Gascony Secret which we or the Owner in question could not, even with all due care, foresee or avoid including (but not limited to) strike, lock-out, labour dispute, act of God, war, riot, civil commotion, malicious damage, accident, breakdown of machinery, insolvency or bankruptcy of an Owner, fire, flood, snow and storm.

## GOVERNING LAW

It is agreed that any dispute, claim or other matter which may arise in relation to your booking will be governed by English Law and the parties agree to submit to the exclusive jurisdiction of the Courts of England and Wales.

## COMMUNICATING WITH YOU

For the purposes of the Data Protection Act 1998, The Gascony Secret is the sole data controller of all personal data provided to us by customers and prospective customers. In order to process your booking we need to collect certain personal details from you, for example names and addresses, credit card or other payment details, special requirements relating to any disabilities, etc. We need to pass on some of your personal details to Owners so that your booking can be confirmed. We also need to process and store your personal details for our own administration but only names, contact details and any booking preferences will be retained and used for future marketing purposes (for example sending you brochures and emails).



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# IMPORTANT INFORMATION

To be read together with the booking conditions

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## ABOUT OUR HOUSES

### Privately owned homes

All the houses in the brochure are privately owned homes and their owners use them for family holidays. They are offering them to visitors in order that you, too, may sample the wonderful quality of life in Gascony. They ask that you treat their homes as you would your own and respect the furniture, ornaments and other furnishings. You may find that the décor and facilities in these houses is different from those at home. Each house will have its own ambience reflecting the owner's personal taste whilst retaining the flavour of the region. If you choose to holiday in an older property, remember that much of its character and charm is because of its age and that old stone houses are prone to dust from beams and walls and are havens for cobwebs – a cobweb removed at 10am can be right back there by the evening so we do ask for your understanding on this. Also, please remember that should traditional cottage features (e.g: steep stairs or low beams) be a problem for any member of your party, you must mention this when you enquire prior to booking.

### A working rural area

In Gascony, customs, lifestyles and habits are very different from ours, which is a large part of its appeal. Please remember that this is a working and rural area and you may have farm animals in the vicinity. Farmers often retire earlier than visitors so please be considerate to any neighbours.

### Local prevailing conditions

Insects can be a nuisance in the hot weather but this is easily solved by applying repellent if sitting out during the evening and purchasing a "plug-in" repellent for the bedrooms. Most French supermarkets stock these. On rare occasions rodents may find their way into properties, usually in loft spaces, no matter how hard the owners try to discourage them. If this should happen during your stay please inform the owner/caretaker and they will try to "persuade" the visitor to leave the premises. Many French villages have their fetes in the summer months and these can go on until the early hours. If we are informed of these fetes in advance we will endeavour to inform paying guests staying nearby. Weather conditions (such as thunderstorms) can, occasionally, result in brief cuts in electricity but are restored as quickly as circumstances allow. We call these 'local prevailing conditions' and they are completely outside our control.

### We can guarantee...

That all of the houses in this brochure have been visited by The Gascony Secret. Although Gascony is deep in rural France we only accept properties that offer a high standard of comfort. All properties are carefully scrutinised by a member of our staff to ensure suitability as a holiday let. Descriptions in this brochure have been carefully checked to ensure they are correct at the time of printing. Occasionally an owner may add or remove items. If this happens and we are informed, we will endeavour to contact you as soon as possible.

### Welcome packs

These packs are a welcome gift supplied by the owners and will vary in content. Typically they may include bread, milk, soft drinks &/or a bottle of wine. They should not be relied upon to provide a full meal on arrival.

### Linen & Towels

Our houses provide guests with bed linen and towels (unless otherwise stated – see brochure/website description) on arrival. A change of linen is not included in the rental price but can be organised for a supplementary cost if required at the time of booking.

If you require cot linen please advise us and the cost for this will be confirmed.

### Cots & Highchairs

Many properties offer cots and highchairs free of charge (see brochure/website description). Where cots/highchairs are not provided these can be arranged for an additional cost.

### Pets

Some of our properties welcome pets – please enquire at time of booking. If you are taking your pet on holiday, you must respect the owner's property and grounds and keep pets off the furniture, remove pet hairs from carpets before your departure, do not allow pets upstairs or in bedrooms and clear up after your pets at all times.

Please note that no pet will be accepted without prior agreement by The Gascony Secret confirmed in writing at the time of booking.

### Gardens & parking facilities

All our properties have gardens of varying sizes. Most properties also offer space for off-road parking (see brochure/website description) but if you book a village property please note that we cannot guarantee availability of on-road parking.

If you require an enclosed garden suitable for children please check prior to booking – please note that enclosed does not always mean impenetrable and that children or pets should not be left unsupervised in the garden.

### Swimming pools

Unless otherwise stated swimming pools are available for use from the end of May to the middle of September. If your booking is for outside this period please check with us prior to booking. Unless stated in the brochure/website description, pool heating is not available. Pools are regularly maintained but weather conditions can affect the chemical balance which often results in the water becoming discoloured or cloudy. If this happens the caretaker should be contacted and a reasonable amount of time (normally 24 to 48 hours) should be allowed to rectify this.

Please also note the following safety information:-

Swimming pools are used at your own risk and that there are no lifeguards on duty.

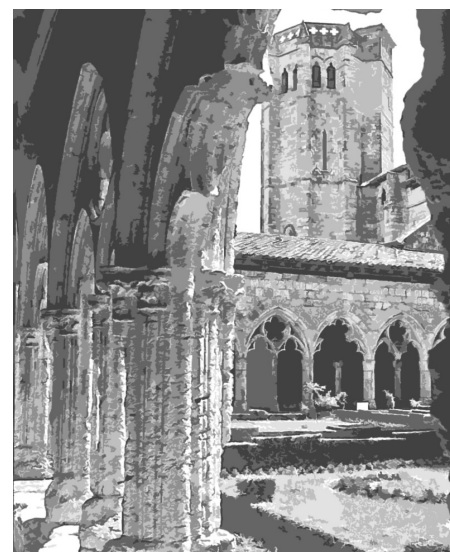
Do not dive into the pool.

Always supervise children or anyone who may be at risk around the pool.

You should ensure that you familiarise yourself with pool safety devices on arrival at the property and read the information given in the property's house book and ask the caretaker if you are in any doubt.

### Use of Play/Activity equipment

Some properties may provide other play/activity equipment such as trampolines, swings, climbing frames, sports equipment, games and bikes. Please note that any play/activity equipment is provided for your enjoyment and does not form part of your contract with us or the owner and is used at your own risk. It is your responsibility to (i) ensure that you are familiar with the operation of the equipment and that it is used in a responsible manner, (ii) satisfy yourself that the equipment is safe to use, and (iii) supervise children using the equipment at all times.



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## THE GASCONY SECRET SERVICES

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*Our aim is to make your holiday a memorable one so please ask if there are special arrangements with which we can help or advise in advance of your holiday. For information on car hire, additional maid service/linen hire, bike, cot & highchair hire or Chef/"Traiteur" services please contact us. If you need something additional to these services please don't hesitate to ask - please call the office for details of our secretariat service.*

# BOOKING INFORMATION

**FOR ALL ENQUIRIES & RESERVATIONS PLEASE CONTACT OUR OFFICES BY EMAIL, FAX OR TELEPHONE.**

## HOW TO BOOK

### PROVISIONAL BOOKINGS

After choosing your property it is very important that you email, telephone or send us a fax to confirm availability. The numbers are:-

**Tel: +33 (0) 553 54 09 08**

**Fax: +33 (0) 553 54 11 01**

**email: [info@gascony-secret.com](mailto:info@gascony-secret.com)**

### TO CONFIRM YOUR BOOKING

We will hold the provisional booking for 7 working days enabling us to receive from you the completed Booking Form and the Initial Payment. Your booking will then be confirmed and a Statement of Account sent to you by e-mail or post. Rental prices shown are per property per week in UK Pounds Sterling unless otherwise stated.

### THE FINAL BALANCE PAYMENT

The Balance and the Breakage Deposit are due not less than 9 weeks before your holiday. Please therefore leave enough time for postage. If the booking is made less than 9 weeks prior to your holiday then the full amount is payable on booking.

### HOLIDAY DETAILS

Three weeks before arrival we will send you full information which will include the location of the keys and details of how to reach your property.

*Should you require, in advance, any information about the area please do not hesitate to contact us.*

## HOW TO PAY

### BANK TO BANK TRANSFER

We will accept payment by BANK to BANK transfer in UK£ STERLING only (please contact us for our full bank details).

Please request that Bank Charges for the transfer are for your account. Any charges incurred by us for the transfer will be added to your final balance.

### CHEQUES

We will accept cheques in UK£ STERLING only.

Please make all cheques payable to THE GASCONY SECRET

### VISA/VISA DEBIT/MASTERCARD/SWITCH

We can accept payment using any of the above cards for both the Initial Payment & the Balance for which there will be a 2% surcharge. Please complete the relevant section on the Booking Form, including details of the 3 digit security code (& Issue Number in the case of Switch).

**\*A reminder letter will be sent just before the Balance is due\***

## WHAT THE PRICE INCLUDES

High season prices shown are per property, per week, irrespective of the number of guests (up to the permitted number) and are inclusive of water, electricity (excluding heating), local taxes and often gas (excluding heating).

These supplies (including heating) are normally charged as extra during mid and low seasons, except where otherwise stated.

## SEASON DATES 2013

CHANGEOVER DAY IS **SATURDAY** IN ALL OUR PROPERTIES UNLESS OTHERWISE STATED ON OUR WEBSITE

HIGH	July and August
MID	May/June and September/October
LOW	All other months unless otherwise stated

## *The Gascony Secret*

19 Leith Court, Thornhill Edge, West Yorkshire, WF12 0QP, United Kingdom

**Tel: +33 (0) 553 54 09 08 - Fax: +33 (0) 553 54 11 01**

**email: [info@gascony-secret.com](mailto:info@gascony-secret.com) - internet: [www.gascony-secret.com](http://www.gascony-secret.com)**

### *Office Opening Hours*

Our offices are open Monday - Friday 8am - 5pm (UK time)