

APARTMENT ELOISE

TERMS AND CONDITIONS (SELF-CATERED)

1. Payments. A deposit of 25% of the agreed price must be paid in order to secure a booking. This deposit is non-refundable. The balance of the price, together with the damage deposit, is payable 8 weeks before the due date of arrival. Failure to pay on time may result in forfeiture of the booking.
2. Damage deposit. The damage deposit may be used for any repairs to or replacements of the property, furnishings, fixtures, fittings or other items at the apartment which are necessary after the guests' stay or for any cleaning or refilling of the hot tub due to accident or misuse. The apartment will be inspected after the guests' stay and the damage deposit returned, following return of all keys, less any deductions.
3. Cancellation. A cancellation of the booking by guests before the due date of payment of the balance of the price will result only in forfeiture of the deposit. Any cancellation after that date will result in the forfeiture of the whole amount (other than the damage deposit). Occasionally problems occur and the owner may be forced to cancel the booking. In such a case, the guests will be notified as soon as possible and all payments refunded. The owner will not, however, be responsible for refunding payments made to third parties.
4. Cleaning. The apartment is cleaned before guests arrive and cleaned when they leave. Guests are asked to leave the apartment in a generally clean and tidy condition i.e. bins should be emptied, washing up should be put away and the dishwasher emptied.
5. Occupancy. The maximum occupancy is 7 guests. If there are to be more than 7 people in the apartment, this must be expressly agreed with the owner. People other than those in the guests' party agreed with the owner may not stay overnight in the apartment. Any other person in the apartment is the sole responsibility of guests. No pets are allowed.
6. Arrival/departure. Arrivals should not be before 3.00pm on the due date of arrival and departures should be before 10.00am on the due date of departure. The owner will make every effort to provide storage of luggage if scheduled arrivals or departures are outside these times but flexibility will depend on the arrival/departure of other guests and the availability of cleaners.
7. Smoking. No smoking is permitted on the premises. Failure to follow this policy will incur a damage or cleaning fee.
8. Accidents and losses. The apartment is privately owned; the owners are not responsible for any accidents, injuries or illness that occurs while on the premises or its facilities. The owners are not responsible for the loss of personal belongings or valuables of the guests. By accepting this reservation, all guests agree that they are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premises. Guests are advised to ensure they have valid, adequate travel and holiday insurance for their stay.

9. Appliances and furnishings. Guests should keep the property and furnishings in good order and use appliances only for their intended use. Guests will be responsible for any damage or loss caused by them or people they invite on to the premises. No combustible or non-combustible materials should be thrown into the fire other than the logs provided. Nothing other than toilet paper should be flushed down the toilets.
10. Special events/parties. Without prior written permission, guests should not host special events, parties, or gatherings at the premises involving more than a total of 6 adult guests, including their party and should not conduct any events or activities that might interfere with the peace and enjoyment of neighbours. Gatherings larger than this, unless given prior written permission, may result in additional cleaning fees. In consideration for the neighbours, no gatherings may be held outside the apartment after 10.00pm or windows and/or doors left open after that hour.
11. Parking. Parking is limited to two cars. Vehicles must be parked in the area indicated to guests on arrival.
12. Power and service interruptions. The apartment is located in the country high in the Alps. As such, it may be subject at times to power outages and interruptions in TV, mobile phone, and internet services.
13. Hot tub. Hot tubs are delicate and, at times, dangerous devices and therefore great care should be taken with their use to avoid injury or illness. The water in hot tubs must be kept clean and sanitised at all times. Guests must:
 - a. shower before and after using the hot tub to remove soap, oils and chemicals;
 - b. place a bath towel mat at the patio door to avoid making the floor wet and slippery;
 - c. not use glassware when using the hot tub;
 - d. not bring food to the hot tub;
 - e. not use soaps, oils or any cleaning products;
 - f. supervise children at all times;
 - g. not allow small children to use the hot tub; and
 - h. not touch the buttons on the control panel.

Guests should not use the hot tub after 10.00pm. Pregnant women and people with relevant health conditions should not use the hot tub. Guests must expressly assume the risk of any harm arising from their use of the hot tub. In addition there may a day per week when the hot tub is out of use for maintenance.

14. General. This agreement between the owner and guests is governed by English law and any dispute may be dealt with by the English courts. Bookings may not be transferred without the owner's prior written consent. No third parties have the right to enforce any of the terms of this agreement.