

Manoir La Croix de La Jugie Booking Conditions

When you make a booking with us, you are confirming that you understand and have accepted on behalf and all members of your party these booking conditions. All contracts made with Manoir La Croix de La Jugie (otherwise known as “us” or “we”) are made subject to these booking conditions and are subject to English law and the jurisdiction of the English Courts.

1. Booking and paying for your rental

1.1 When you wish to confirm your booking, you will be required to pay a deposit as stated in the invoice sent to you. Your booking is not secure until your deposit has been received. Full payment of your retreat/rental must be paid in full by no later than 2 months before your stay or 3 months before your stay for retreat and wedding hire bookings. Your payment schedule is detailed on your invoice.

1.2 We require payment by bank transfer to our French bank account, the details of which are provided on your invoice. Please note that the full rental amount must be paid exclusive of any transfer fees you may incur. We use Transferwise to make international transfers, whose fees are much lower than those you may be charged by your bank.

1.3.1 Holiday rental refunds

Your deposit is refundable up to 12 months before the date of your stay less cancellation fee of £250; 75% refundable up to 6 months before your stay; 50% refundable up to 4 months before your stay; 25% refundable up to 2 months before your stay. Bookings cancelled within 2 months of your stay will forfeit the entire payment, unless we are able to re-book the week.

1.3.2 Retreat hire refunds

Your deposit is refundable up to 12 months before the date of your stay less cancellation fee of £500; 75% refundable up to 6 months before your stay; 50% refundable up to 4 months before your stay; 25% refundable up to 3 months before your stay. Bookings cancelled within 3 months of your stay will forfeit the entire payment, unless we are able to re-book the week.

1.4 We will aim to effect any refunds within 45 days of notice.

1.5 Your balance invoice will be sent in advance of 2 months before your stay and must be paid in full by 2 months before your stay for self-catering bookings. The balance is due and must be paid in full by 3 months before your stay for retreat hire and wedding hire bookings.

1.6 We require a security deposit of £1500 to be paid one month in advance of your stay which is held in a separate with Paypal - we do not receive the money and the refund can be effected immediately upon processing. We will refund this fully within 7 days of the end of your stay

provided no damage is found. You must report any damage or breakages to us by the end of your stay.

1.7 You are required to have adequate travel insurance to ensure that you are comfortably covered eg for loss of deposit or other payment, in the case of any cancellation being necessary on your part, due to other circumstances or in the extremely unlikely event that the venue cannot host your party due to circumstances outside of our control. Event cancellation insurance is highly recommended for retreat and wedding bookings.

2. What your Rental includes

2.1 Rentals:

The Manoir will be prepared for your stay and ready for your use upon arrival. Beds will be made, towels (bath and pool) laid out in each bedroom and if we are organising other services and catering, they will be lined up for you during your stay.

2.1.1 Your Self-Catering Holiday rental price includes:

a) accommodation and exclusive use of the entire estate (please do not enter areas marked private) b) energy costs c) end of stay cleaning (for stays of two weeks or more, a midstay full clean is also included) d) our help before your stay to advise and organise any extra activities or services, and contact during your stay should any questions arise.

2.1.2 Your Retreat Hire rental price includes:

a) accommodation and exclusive use of the entire estate (please do not enter areas marked private) b) energy costs c) end of stay cleaning (for stays of two weeks or more, a midstay full clean is also included) d) our help before your stay to advise and organise any extra activities or services, and contact during your stay should any questions arise. Retreat Hire rentals also include additional staff bedroom located in the cottage, use of studio for group activities, use of the grounds for group activities, and the use of on-site equipment such as yoga and/or fitness equipment, additional tables and benches. We may also receive additional retreat supplies (that you purchase) on your behalf in advance of your booking.

2.1.3 Your White Hire Retreat rental price includes:

As per above 2.1.2 and any additional activities, excursions, catering service, staff and transfers as agreed in conjunction with you and as detailed in the proposal document and invoice agreement.

2.1.4 Your Wedding/Celebration rental price includes:

a) accommodation and exclusive use of the entire estate (please do not enter areas marked private) b) energy costs c) end of stay cleaning (for stays of two weeks or more, a midstay full clean is also included) d) our help before your stay to advise and organise any extra activities or services, and contact during your stay should any questions arise. Wedding/Celebration rentals also include the use of the barn and grounds for group meals and parties, use of party tables

and benches, and additional cleaning, energy and organisational costs of the type needed to welcome a larger number of guests.

2.1.5 Upon departure:

a) please leave the house and grounds in an acceptable state (neat and tidy) prior to our housekeepers cleaning b) this includes returning furniture, soft furnishings and games equipment to their original places c) you should empty bins when needed during your stay, dispose of recycling and where possible, put the dishwasher on.

2.1.5 Whilst we understand reasonable wear and tear on the house, you will be charged for breakages and other damage during your rental. As noted above, you must pay a security deposit of £1500 in advance of your stay to cover this. We will refund the deposit within 7 days of your stay should everything be in order.

3. Travel

3.1 Our rental packages do not include transfers to/from transport hubs (eg airport or train station) to the Manoir unless otherwise stated and organised. Transfers can be arranged for an extra fee, please state if you require these at the time of booking. We are not liable for any issues with any form of transportation to our property.

3.2 Passports/Visas/Health British Passport Holders: It is your responsibility to hold a valid passport and any visas you may require, prior to your trip.

3.3 Insurance: It is your responsibility to have adequate insurance cover for all aspects of your holiday including cancellation. Uninsured persons will still be charged in accordance with our normal terms and conditions. For those who participate in sports and activities whilst on holiday that have been organised and arranged independently of us, it should be understood that participation is at the individual's own risk and it is your responsibility to obtain the relevant insurance.

4. Your Rental activities

4.1.1 You are welcome to use the spaces in the house and on the estate for your activities, however please note:

4.1.2 You are responsible for your own and guests' safety during these activities and whilst using any equipment you may provide. You are also responsible for returning the spaces to their original condition at the end of the activity.

4.1.3 Safety:

The Manoir is an old property and a large estate, whilst we have made every effort to ensure a safe environment for you and your group to enjoy, you are required to use your own common

sense during your stay in order to prevent accidents. To allow you free reign to enjoy the house and grounds, we cannot be held responsible for accidents on the property.

4.1.4 Pool:

Guests are responsible for their own group's safety when using the swimming pool. The pool fence and cover comply to French regulations, but this is only the case if the pool cover is used properly and kept drawn when not in use. Groups with children are strongly advised to keep the pool cover closed when the pool is not in use. The pool can be used from May to end-September, outside this time you will be charged maintenance costs to open the pool out of season. The pool can be heated from May to end-September depending on the weather, the heated temperature of the pool averages 28 degrees celsius but will be lower in the cooler months.

5. Excursions and additional services

5.1.1 On occasion we may assist you with booking local services or excursions; please be aware that such service or excursion information is provided in good faith however it is for guidance only and we cannot take responsibility for availability or quality.

5.1.2 Local Purchases: We cannot accept responsibility for any items you may purchase locally, i.e. jewellery / furniture etc. and the quality and value of such cannot be guaranteed. We recommend that you check whether or not any extra charges will be payable for import duty or freight. We are unable to assist with any costs you may incur in this respect.

5.1.3 Meals:

We, or any chef arranged on your behalf, take great care in preparing your meals. Please let us know if you have any dietary requirements in advance of your retreat so that we can ensure your requirements are met. Whilst we make every effort to ensure dietary requirements are met, we are not liable for any accidental cross-contamination which may aggravate allergies or cause illness.

5.1.4 We take no responsibility for any food that you may have from any other third party during your rental.

5.1.5 Massage and other physical activities

Should you have a massage, book a yoga lesson or other movement activity during your stay, you acknowledge that you have voluntarily chosen to participate in a massage. It is your responsibility to tell the therapist of any underlying conditions that may affect you during your massage. We cannot be held responsible for any injuries which may occur as a result of any massage carried out on our property.

5.1.6 Any other services organised for retreats or weddings

Any other services organised by us or recommendations for services provided by us are made in good and, where possible, based upon previous experience with the provider. We cannot be held responsible for their output or service, nor are we liable for their service in any way.

6. Weather

6.1 World weather is becoming more erratic and unpredictable and we cannot be held responsible for disruption to your rental due to bad or unusual weather conditions.

7. Contacting Us

Address: Manoir La Croix de La Jugie, 87800 St Priest Ligoure, FRANCE

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Last updated 6/3/2023