

LoireLife Cycling– Booking Terms & Conditions

The following terms and conditions form the basis of your contract with LoireLife Cycling. They set out our respective rights and obligations and you should therefore read them carefully. The responsibility to meet the terms and conditions is that of the person making the booking and that individual is responsible for all other members of their party.

1) Booking and payments

- a) Bookings are made via the booking form, which will be sent to you via email. Provisional bookings will be held for 7 days.
- b) The completed form and signed terms and conditions should be sent to us, along with the reservation deposit of £100 per person. This deposit is non-refundable. The booking is then a confirmed booking. The outstanding balance must be paid no later than 10 weeks prior to the beginning of the holiday. Failure to pay on time may result in the accommodation being offered to an alternative client. Payments may be made by UK bank or building society cheque, credit card via Paypal invoice or direct bank transfer into our nominated UK sterling account. If a cheque is dishonoured we reserve the right to charge £15 to cover our administration costs.
- c) Sterling cheques should be made payable to A J Shawcroft
- d) Where payments are made through direct bank transfer the full cost for the transaction should be met by the party leader. This includes any fee that the receiving bank may charge on receipt of the party's payment.
- e) Credit card payments, via Paypal invoice, will be subject to a surcharge of 2%.

2) Cancellation

- a) A cancellation must be made in writing. Refunds will be calculated using the following scale:
 - i) 10 or more weeks notice - loss of deposit
 - ii) 4 to 10 weeks notice - 50% refund
 - iii) 2 to 4 weeks notice - 25% refund
 - iv) less than 2 weeks notice - 0% refund
- b) If a booking is cancelled by us we shall notify the person making the booking and offer a full refund or try and arrange other suitable dates. There will be no liability on the owner for the cancellation other than the repayment of monies received.

3) Insurance

All persons booking a holiday are required to purchase insurance in order to cover the cost of cancellation by you and the cost of assistance and repatriation in the event of accident or illness. The insurance must provide cover for cycling. If you do

not take out an insurance policy, LoireLife Cycling will not be responsible for any matters arising as a result. You will be responsible for reimbursing us for such sums we meet on your behalf. You must provide details of your policy (insurer and policy number) on or before your final payment date.

4) Liability

LoireLife Cycling cannot accept responsibility for any loss or damage to your personal property, luggage or other possessions, nor for any other loss, damage, inconvenience, delay, illness, fatal or other injury suffered by you as a result of making a booking with us, unless it can be shown that the company is in breach of its contractual and legal duty.

5) Complaints

In the event of any complaint, the client must immediately take it up with the owner or our representative.

6) Smoking

The accommodation is non-smoking. Smoking outside the accommodation is permitted, using the ash trays provided. Please do not litter the exterior with cigarette butts and ash.

7) Swimming Pool & Hot-Tub

Guests use the swimming pool and hot-tub at their own risk. The pool alarm system complies with French Law. No large inflatable toys are allowed in the pool. If in doubt, guests should consult their physician before using the hot-tub.

8) The cost of your holiday arrangements

We reserve the right to increase or decrease the prices of unsold arrangements at any time before your booking is confirmed. You will be given the correct current price of your chosen arrangements at the time of booking.

9) Physical Health

Clients taking part in LoireLife Cycling's holiday do so at their own risk, and if there is any doubt about their fitness or ability to take part in an activity based holiday they should consult their physician.

10) Trading Name

LoireLife Cycling is the trading name of the business registered in France, siret number 512 185 471 00012, in the name of A J Shawcroft.

Signed by Party Leader

Date