



## **Terms and Conditions**

### **Experience The French Riviera (Company)**

#### **Booking Terms and Conditions**

Experience The French Riviera acts as a booking agent for our private property owners and registered partner agencies. A property is only secured once the deposit is paid. Bookings are taken on a first come first serve basis. You are also confirming that you are over 18 years of age and you are responsible for all persons who will stay in the accommodation with you and you take full responsibility for you and your party's travel insurance.

Before you finalize your booking with payment with our private property owners and registered partner agencies, you must verify the property's full description DIRECTLY on our website, Experience The French Riviera (<http://www.experiencethefrenchriviera.com>), to ensure the property fits your requirements. We cannot be held responsible for any descriptions from other external advertising websites. You agree that you take full responsibility to ensure you have done this before payment and do not hold us liable for any misinformation outside of our direct website, Experience The French Riviera (<http://www.experiencethefrenchriviera.com>) .

#### **Insurance**

Although we are fully covered by insurance through our private property owners and the registered partner agencies we work with, guests are strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, public liability etc., since these are not covered by the owner's insurance. By accepting these Terms and Conditions you are confirming that you and your party have the necessary insurance and that you take full responsibility for the same.

**PLEASE TAKE OUT TRAVEL INSURANCE.** It is the surest way to gain monies back in extraordinary, unfortunate circumstances, not only for property rentals, but hotels, flights, and any other bookings you may make for your travels.

#### **Duty of Guest**

a) The guest agrees not to act in any way that would cause disturbance to those residents in neighboring properties. Any persons in the party who have caused / are causing damage, distress,

danger, annoyance, nuisance or disturbance to any neighbors or other residents in the vicinity are liable to be asked to leave or be evicted within 24h of being asked. Such action will not entitle the guest or any of their party to a refund of any monies.

b) The guest shall report to the owner's agent without delay any defects in the property or breakdown in the equipment, plant, machinery or appliances in the property, and arrangements for repair and/or replacement will be made as soon as possible.

### **Access to Authorized Personnel**

Accepting these Terms and Conditions means that you agree that personnel authorized by us (tradesmen, staff, etc.) may enter the property during your stay to carry out necessary repairs and maintenance. You will be notified of their arrival and we will do our best to arrange visits at a time that is convenient to you, in order to respect your privacy.

### **Liability**

The Owners, Agencies and Experience The French Riviera shall not be liable to the guest:

a) for any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment, plant, machinery or appliances in the property or within the building the property is located in.

b) for any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of the owners, agencies and Experience The French Riviera.

c) for any loss, damage or inconvenience caused to or suffered by the guest if the property shall be destroyed or damaged before the start of the rental period and in any such event, the Owners, Agencies and Experience The French Riviera will do their best to find an alternative. If not, they shall refund to the guest all sums previously paid in respect of the rental period. Under no circumstances shall the Owners', Agencies or Experience The French Riviera liability to the guest exceed the amount paid to the owners for the rental period.

d) for any unforeseen failure of electricity, water or gas. In the event of failure we will do our best to rectify the situation within 48hrs. Should it not be alleviated within this period, nor a solution near, we will firstly try our best to move you to a similar property. In the event that this is not possible we will offer you refund on the remainder of your stay.

e) for any issues evolving from the communal areas in buildings such as lifts, halls, bins etc which are outside our control.

f) for any unforeseen mechanical, electrical and technical failures such as television, cable service, Internet connection, satellite television, appliances, air-conditioning, etc. We will endeavor to fix or replace machines in the event of failure as quickly as possible.

As WiFi is never charged as a surplus on rentals, no refunds will be applied. WiFi cannot be guaranteed. We cannot be held responsible for the non-compatibility of your laptop with the modem.

Where Air conditioning or heating malfunctions, we will deliver stand up fans or space heaters while we try to fix the issue as quickly as possible.

### **Subletting**

The accommodation is reserved exclusively for the credit card holder and the amount of people officially booked for. No other persons whatsoever are permitted to stay there unless it has been agreed, in advance, with the Owner, Agencies or Experience The French Riviera. The Owner, Agencies or Experience The French Riviera may evict or request any persons not authorized to stay in the property to leave.

Please Note: This contract covers accommodation only. It does not cover flights, insurance, car- hire, airport transfers or food.

### **Privacy Policy**

This Privacy Policy outlines how your personal information is treated and forms part of our Conditions of Use.

We will not collect any personal information about you unless you have chosen to give it to us, but we do require your name, address, e-mail address and telephone number so that we can contact you accordingly.

We may use the information provided by you to communicate with you for your transactions with us and to provide a more personalized online experience. We may also use the information we collect to keep you updated with information about promotional offers and last minute availability but will remove if requested. We will not store your personal information in a long term data base or sell your information to any third party agencies.