

Heart of France Terms & Conditions Residential – Non Participating

Booking Procedure

To book on a course please contact us via our CONTACT page on our website (www.heart-of-france.com) or request a booking form to us at our email admin@heart-of-france.com.

We will then email you a booking form to complete. Once completed please email or post the form back to us.

Once we receive your booking form we will be in touch to inform you that your place is reserved.

We will then need the deposit or whole balance if booking within **8 weeks** of the holiday start date.

On receipt of your deposit we will confirm your place booked.

Along with your place confirmation you will also receive a Transport Form to complete indicating your transport arrangements. This Transport Form is to be returned to us no later than **4 weeks** prior to your holiday commencement date. We will confirm transfer arrangements for those participants needing them **3 weeks** before your holiday start date.

Payment

We accept payment by the following methods;

- **Paypal**
- **Bank transfer** (sterling or euros)
- **Cheques** are only accepted in euros and must be from a French bank account.

Once we receive your completed booking form we will send you payment instructions so you can pay your deposit and / or balance.

Heart of France, 4 Route de Maillofargueix, 87370, Bersac-sur-Rivalier, France

Emma Mason (Siret: 8295 6909 400 016)

Carol Rosewarne (Siret: 8386 6489 400 014)

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PRICES

To reserve your place please send us a completed booking form.

To secure your place we require a **30%** deposit per person.

The remaining balance is to be paid **8 weeks** prior to your holiday start date.

If you are booking with less than 8 weeks until your holiday starts we require the balance to be paid in full to secure your place.

Please return your completed booking form to **admin@heart-of-france.com** or **Heart of France, 4 Route de Maillofargueix, 87370, Bersac-sur-Rivalier, France**

INCLUDED IN THE PRICE

ACCOMMODATION & MEALS:

- Bed, breakfast, lunch and evening meal, except for meal on last night at a local restaurant.
- Non-Participating partners will be accommodated in the same room as the participating partner. Some twin rooms are available and rooms are allocated on a first come first served basis. Please indicate if you require a twin room on your booking form. All rooms have a private bathroom except the suite at La Traverse where 2 participants share a bathroom. Every bathroom has a shower and the suite at La Traverse also has a bath.
- We aim to cater for all specific dietary requirements with advance notice. Please indicate any specific dietary requirements on your booking form.
- For those making their own way to the guest houses arrival time is from 4pm and departure time is by 10.30am.

TRANSPORT:

- For those arriving / departing at **Limoges airport or Limoges Train Station** pre-arranged transfers are included. The times of transfers are at our discretion and will be communicated to you at least **3 weeks** prior to your course start date.

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- Should your transport be delayed or cancelled it may be necessary for you to organise your own transfers at your own expense. Please consult the Insurances section below for more information.

- Transport to St Pardoux, local train stations and a local restaurant is provided by your hosts and tutor. It is included on a good will basis and as such participants travel at their own risk.

NOT INCLUDED IN THE PRICE

ACCOMMODATION & MEALS:

- The meal on last night at local restaurant is payable by participants to the restaurant directly.

TRANSPORT: Please note: Participants are responsible for organising their own travel arrangements.

- Transfers from places other than Limoges airport and Limoges Train Station.

- Transfers that are not arranged within 3 weeks prior to arrival, unless by our discretion.

- Any transfers at a time different to those that we have set.

-Transport to places other than St Pardoux and local train stations is at our discretion. For those wishing to rent a car rental this is available from Limoges airport and is to be arranged by participants.

ACTIVITIES:

- Any activities you wish you do during the course of your stay

OPTIONAL EXTRAS

- You can extend your stay with us at a heartily discounted rate. B&B, a light lunch and 2 course evening meal with wine is bookable, dependent on availability.

- Please consult our website (www.heart-of-france.com) for prices and indicate on your booking form if you would like to extend your stay with us.

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PRICES, CONTENT & AMENDMENTS

The prices quoted on our website or in any promotional materials, electronic or paper copy, are correct at the time of their publication and whilst every care has been taken to ensure that the information given to you is accurate, content is subject to change. Should there be any changes in our prices or content affecting your stay we will endeavour to notify you prior to your booking being confirmed.

Once your booking is confirmed we will endeavour to deliver the stay which we are contracted to provide you. However, we may occasionally have to make changes, particularly as the itineraries are weather dependent, and Heart of France reserve the right to do so at any time. In the event of a major change occurring after your booking is confirmed we will offer you the choice of either agreeing to the changes and accepting their impact or cancelling your holiday and you will receive a full refund of monies you have paid.

During your stay Heart of France reserves the right to take photos. If you do not wish to be included in photos you must make that known to us before your stay commences. Heart of France also reserves the right to use any likeness or any image of you or your work taken on any of our stays without charge for marketing purposes, in all media including the internet.

SMOKING

We request you do not smoke inside either guest house or in any transport provided by us. Smoking is permitted in the gardens of both guest houses.

CANCELLATION

In the event of you needing to cancel we would aim to rebook your place. If we are able to fill your place you will receive a full refund at the earliest opportunity, subject to us covering any expenses or losses incurred in arranging the re-booking. However, if we are unable to fill your place you will forfeit any monies paid. Heart of France reserves the right to re-sell any part of a cancelled stay.

If through circumstances beyond our control Heart of France is forced to cancel your booking you will receive a full refund of any money you have paid to us. However, as Heart of France is not liable for covering the cost of your travel arrangements, it is advised that you purchase adequate travel insurance in case of cancellation.

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INSURANCES

It is a condition of booking that you are responsible for arranging a comprehensive travel insurance policy. You must satisfy yourself that the policy is adequate and appropriate for your needs, including any particular activities you are considering during your stay.

The policy must include, but is not limited to; cancellation / delay, repatriation, medical / accident and personal cover and also full cover for loss / damage of personal belongings. We accept no liability or responsibility for any of the above.

LIMITATION OF LIABILITY

Heart of France accepts responsibility for the services we have contracted to provide. If you suffer personal injury or death from any activity which is not part of your stay booked with us, but occurs during your stay, we will not be liable for any compensation. We accept no responsibility for the acts or omissions of our guests whether negligent or otherwise and shall not be held liable for any claims made against our guests, either by other guests or third parties.

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