

Terms and Conditions

The following are the terms and conditions for guests at Fortified French Retreat. Please read them carefully before your stay. We reserve the right to update these at any time
Regards, Pete and Vikki

All Guests

1. Refunds and cancellations:
 - a. 100% refund for cancellations more than 30 days before check-in date
 - b. 50% refund for cancellations more than 14 days before check-in date
 - c. Deposits are non refundable
 - d. Pre booked meals are not refundable without 48 hours notice
2. Guests can check in from 1600 hours, and must depart by 1000 hours except by prior arrangement
3. Smoking is not allowed indoors but there are covered outdoor areas where you are welcome to smoke
4. Pets:
 - a. Pets are very welcome at Fortified French Retreat provided they are well-behaved and sociable – we have dogs, cats and poultry on site
 - b. Our dogs like making new friends but the cats will probably scarpers!
 - c. Please be respectful of other guests
 - d. In the unfortunate event that a visiting pet causes damage, the costs will be billed accordingly
 - e. No animals can be left unattended – you are responsible for your pet
 - f. The land surrounding our property is agricultural with livestock and crops in close proximity, and electric fencing is commonly used. Please be aware of this if allowing your pet to roam freely
 - g. Owners are responsible for cleaning up after their animals
5. Unsociable behaviour:
 - a. If we feel that someone is behaving in a way that offends or disrupts other guests' enjoyment they will be required to leave
 - b. No refunds will be given in this case
6. Any damage caused by a guest will be charged accordingly
7. Loss of room key will be charged at 20 euros
8. French insurance cover is not the same as many other countries; you will need the Government issued health cover card (EHIC for UK residents) and extra Travel Insurance is strongly recommended to cover any situations that the automatic entitlement does not. This will also cover you in the event of accident/theft

Camping Guests

1. Please position tents/campers/caravans a sensible distance from BBQ/fire pits. We accept no responsibility for damages caused by these
2. Use of household bathroom and toilets is provided for your comfort. If you choose to use these facilities, please leave them as you would expect to find them

3. Sanitation cassettes can be emptied on site; however our sanitation system is not suitable for cotton wool/cotton buds, wet wipes or personal hygiene products. These need to be disposed of in a bag in the normal refuse
4. Garden furniture, BBQ's and fire pits are for your enjoyment, and we understand that exterior items suffer wear and tear. Please report faults or damage as this will enable us to repair or replace items before a problem occurs
5. Fire extinguishers and blankets are for emergency use only. Please do not misuse these safety measures
6. Please use the refuse and recycling bins provided. All items need to be separated accordingly
7. We make every effort to keep the grass areas trimmed but in exceptional weather conditions this may not always be possible