



# Important Information

For renting properties at our Mer & Golf Villa Estates and Family Holiday Sites: Updated 06.03.08

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The following notes are provided as a helpful guide to some of the finer points of your holiday rental property. This information, whilst admittedly quite tedious, is nonetheless essential as it covers aspects of the rental which, understandably, are not always uppermost in your mind. As such, being familiar with this information will make your holiday run more smoothly. Please also refer to our web page [www.alternative-aquitaine.com/travel.htm](http://www.alternative-aquitaine.com/travel.htm) for practical information for travellers to France.

## **Cleaning**

Please leave the property in a presentable state. You are not expected to prepare the property for the next guests but you are expected to perform some basic duties, as described below. Failure to perform these duties on departure will lead to the local supplier charging a deduction from your security deposit. Cleaning charges vary according to the size of property but they are expensive - €40-50 for every bedroom is a reasonable guide. The charge, if levied, will appear on your credit card. You can, if you wish, book an exit clean for your property. Please book this in advance with us either at the point of reservation or when your balance is due. The service should be paid for locally at reception. **Please note that even if you have paid for an exit clean, you are still expected to carry out some basic duties – see the items asterisked\* below.**

- \*Wash-up
- \*Empty fridge/freezer/dishwasher & remove all perishable foodstuffs from cupboards
- \*Ensure all rubbish is put in bags/bin liners
- Beds stripped of used linen and used towels placed in bath
- Clean BBQ (or plancha) and utensils
- Kitchen and bathroom surfaces to be cleaned
- Carpets and rugs hoovered. Tiled floors brushed and wiped

## **Security Deposits**

Please consult the **Property Instructions** for the security deposit details for your property. The security deposit is also there to guard against additional cleaning requirements should they be necessary. You must inform reception of any problems before you leave, to avoid ambiguity later. For this reason, we also advise clients to be 'checked-out' of the property by the reception staff. If there is a dispute between the client and accommodation supplier regarding damages or cleanliness of the property on departure, we regret it is not possible for Alternative Aquitaine to enter any such dispute.

## **Arrival & Departure**

Please consult the **Property Instructions** for the arrival and departure details for your property. In **exceptional** circumstances it may be possible to arrive an hour or two earlier or later, but no more, and is strictly by advance arrangement directly between you and the local site office. Clients must call the **site office** en-route if there is any delay to your journey as there is not always someone available at the Alternative Aquitaine office in the UK at weekends and in the evenings.

## **General Standards**

**French kitchens** rarely have a toaster, kettle or teapot but there should be enough crockery, utensils and cutlery to serve the maximum number of guests. If you have hired a **cot** it will be a travel cot rather than a wooden one. **"Satellite TV channels available"** does not mean English or even English-speaking unless specified in the property description on the web page.

## **What Household Items You Should Take With You**

Cleaning products and tea towel are not usually available. No foodstuffs will be in the property on arrival.

## **Travel Insurance**

It is a requirement of our Terms and Conditions that you have travel insurance for your holiday. For a comprehensive policy for UK residents, we suggest Voyager Insurance [https://www.voyageroasis.co.uk/quote/tStep2\\_NoRefresh.asp?quote=0](https://www.voyageroasis.co.uk/quote/tStep2_NoRefresh.asp?quote=0) - cover for a family of 2 adults plus any number of children is c. £30 per week.

## **If Problems Arise**

Should you encounter any problems during your stay, please speak to reception staff at the local site office. They are responsible for the property during your stay and to make sure everything is in working order. If a serious problem arises that you need to raise with us, please call our UK office: from France: 00 44 1395 576655.

## **Alternative Aquitaine Contact Details**

Our offices are open 8.30am–6.00pm Monday to Friday. On Saturdays, the office is covered 10.00am–6.00pm from the end of May through to the end of September (subject to some variation). The office is closed on Sundays but an **emergency-only** number for clients to contact is left on the answer phone.