

General Terms & Conditions

Agreement

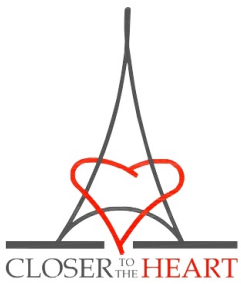
The terms and conditions set out here (“Terms & Conditions”) form the basis of the agreement between you (the “Guest”) and Closer to the Heart – Susanna Molli (“Closer to the Heart”) for the holiday rental of the property named in the Booking Form (the “Property”) for the specified duration of the visit (the “Holiday Period”).

First Payment

To reserve the Property, the Guest shall complete and sign the Booking Request Form and return it together with a payment of 50% of the holiday rental fee (the “First Payment”). Following receipt of the First Payment, Closer to the Heart will send a letter of confirmation to the Guest which constitutes formal acceptance of the booking on the terms and conditions herein.

Second Payment

The balance of the holiday rental fee shall become due 6 weeks before the first day of the rental (“Start Date”). If the balance is not received on time, Closer to the Heart reserves the right to give notice in writing (which shall include email) that the booking is cancelled and reserves the right to retain the First Payment.



Security Deposit

The refundable security deposit is paid in person upon arrival and is equal to 1/3rd of the rental fee for the total period. The security deposit can be paid in cash or traveler's checks. At check-out, after inventory check and inspection of the general condition of the apartment, and after keys are returned, the security deposit will be given back if no damage is recorded.

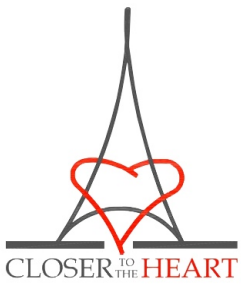
Cancellation by the Guest

Should the Guest decide to cancel the reservation more than 6 weeks before the Start Date, the Guest shall be entitled to a refund of the total amount paid less a 15% administration charge. This is based on the expenses and charges incurred by us during the course of the booking.

Should the Guest cancel the reservation less than 6 weeks before the Start Date, the Second Payment remains payable. If Closer to the Heart is able to re-let the Property, Closer to the Heart will refund to the Guest the amounts paid by the new guests, less an administration charge of 15% of the monies paid by the Guest.

Any cancellation by the Guest must be received in writing to

bookings@closer-to-the-heart.net



Other Cancellations

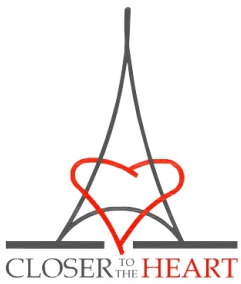
Closer to the Heart reserves the right to cancel the booking any time in the event of circumstances beyond the reasonable control of Closer to the Heart or if it is necessary to undertake essential works at the property. In such unlikely event, Closer to the Heart will refund in full all monies paid by the Guest and will endeavour to find alternative accommodation for the Guest. Closer to the Heart will not be liable for any loss, damage or inconvenience caused or suffered by the Guest as a result of such a cancellation.

Party Size

The Guest undertakes that the maximum number of persons to reside in the Property must not exceed the number stated on the Booking Form, unless Closer to the Heart has given prior written permission.

Damage caused by Guest

The Guest undertakes to keep the Property and its contents in the same condition and repair as on their arrival at the Property and to pay to Closer to the Heart upon written demand any costs incurred in making good any loss or damage to the Property or its contents caused by the Guest's action or omission, whether accidental or not, or that of any other guest accompanying the



Guest. The Guest agrees to allow anyone authorised by Closer to the Heart to enter the Property during the Stay. Closer to the Heart agrees to give the Guest reasonable notice of such a visit except in an emergency when immediate access must be allowed.

Tenancy

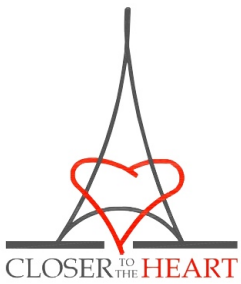
Neither the Guest nor anyone associated with the Guest shall acquire any rights whatsoever over the Property excepting occupation only as a holiday let for the period booked. The Guest shall not sub-let the Property.

Departure of Guest

The Guest agrees to ensure the Property is left in a clean and tidy condition on departure at the end of the Stay and that all rubbish is disposed of. Closer to the Heart may make a charge for any additional cleaning if this is considered necessary. The Guest also agrees to leave promptly on the day of departure at the pre-arranged time.

Photographs

The Guest undertakes not to publish photographs of any of the Property either in printed form or on the internet without the



prior written consent of Closer to the Heart.

Closer to the Heart's Right to Refuse/Terminate

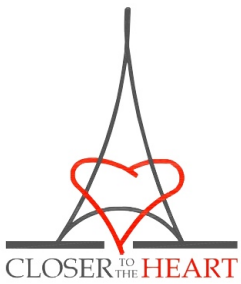
Closer to the Heart reserves the right to refuse any booking. Closer to the Heart also reserves the right to terminate this agreement and ask the Guest and those accompanying the Guest to leave immediately if this is deemed necessary by Closer to the Heart as a result of the Guest's behaviour or that of any of those accompanying the Guest.

Defects in Property

The Guest undertakes to report to a Closer to the Heart representative, as soon as possible, any defects in the Property or any defects in the equipment or appliances in the Property and arrangements for repair or replacement will be made by Closer to the Heart at the earliest opportunity.

Complaint

If the Guest has any cause for complaint during the Stay, he/she undertakes to notify either the Closer to the Heart representative met at the beginning of the Stay or the Closer to the Heart representative who arranged the booking with the Guest. The Closer to the Heart representative in question will make all



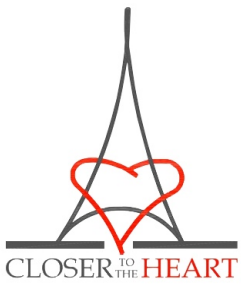
reasonable efforts to assist and resolve the issue. Closer to the Heart will not normally make any refund or other recompense in respect of a complaint made after departure if the complaint was not made known to a Closer to the Heart representative during the Stay.

Considerate Use of Property

The Guest undertakes not to use the Property for any activity or in such a way as to cause nuisance or annoyance to any neighbouring Property and in particular that no music be played at any time at a level likely to cause nuisance or annoyance to neighbouring Property.

Liability

Closer to the Heart shall not be liable to the Guest:
for any temporary defect or stoppage in the supply of public services to the Property beyond Closer to the Heart's control; for any loss, damage, or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of Closer to the Heart; any loss or damage to any motor vehicle or its contents; or for any loss or damage to any of the Guest's belongings or for any injuries sustained by the Guest or the Guest's party unless caused by the negligence or default of Closer



to the Heart and brought to our attention in writing within one month of your return from holiday.

Guest Mobility / Special Needs

The Guest undertakes to make known to Closer to the Heart if they or any of their party has any difficulties with stairs, using conventional showers or if they have any particular allergy or other medical or mobility issue.

Travel Insurance

It is strongly recommended that the Guest holds a valid travel insurance policy that covers:

medical and personal liability;

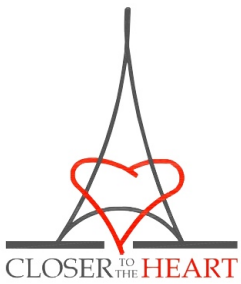
liability for any cancellations for whatever reason where any cancellation is outside the time period set out in Clause 4; and

liability for loss of luggage, monies and repatriation.

Closer to the Heart will not compensate the Guest or waive any of its rights under this agreement by the Guest's failure to take out travel insurance.

Data Protection

All personal data provided to Closer to the Heart will be kept safe



and Closer to the Heart will not share it with other organisations, unless required by law to do so.

Miscellaneous

Smoking is not permitted inside the Property;

Reference to the “Guest” in this Agreement shall also include reference to any members of the Guest’s party or any other person invited onto the Property by the Guest or any of his party;

Pets are not permitted on the Property;

In the event of a dispute it is agreed that this contract shall be governed by the French law.