



Terms and Conditions:

- A non-refundable deposit of 100 Euros per person will secure your reservation.
- Payment of final balance must reach us at least 8 weeks before the start of your holiday. If you are making a reservation less than 8 weeks prior to your arrival we ask for payment of the full balance at the time of booking.
- Check-in from 1630 on day of arrival and rooms must be vacated by 1030 on day of departure. Please let us know in advance if you would like to arrive / depart outside of these hours.
- Cancellation notice is required in writing and charges may be made as listed:
 - 8-6 weeks = 40% of total holiday cost
 - 6-4 weeks = 60%
 - 4-2 weeks = 80%
 - Less than 2 weeks = 100% of total holiday cost
- In the highly unlikely event that we have to cancel your holiday you will be offered a full refund of all the money paid to us.
- Clients, their luggage and bikes travel in our vehicles entirely at their own risk.
- We do not accept responsibility for loss, damage or theft of client's possessions whilst staying at Serre Des Ormes.
- All clients must have travel insurance for the duration of their stay which covers their chosen activity in France.
- We reserve the right to charge a discretionary call out fee in case of an emergency or bike problems
- Every participant cycles at his/her own risk and must be aware of the dangers that can arise when using a bicycle. We do not accept responsibility for any personal injury or death caused to you during a bike ride accompanied or unaccompanied. The participant should be sufficiently aware of the French road traffic regulation.