



Le Manoir Bootcamp, Normandy

BOOKING TERMS AND CONDITIONS

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions.

- A contract between you and the owner will come into existence when payment is received and a booking confirmation is issued showing the confirmed bootcamp dates. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking.
- Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.
- A non-refundable 30% deposit of the total bootcamp cost is payable at the time of booking. Bookings made less than six weeks before your arrival date must be paid in full.
- The balance must be paid no later than six weeks before the start of your bootcamp. If the balance is not received by the due date, then your bootcamp will be treated as a cancellation and the client will remain liable to pay the balance of the booking cost.
- All cancellations must be notified in writing. If you cancel your booking more than 6 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 6 weeks before the bootcamp, then the full balance remains due and is not refundable.

- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- Travel or holiday insurance, including health cover, is a necessity and a copy of the insurance policy must be brought with you and presented to us or our representative on arrival at Le Manoir Bootcamp.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your bootcamp. Our liability for cancellation will be limited to payments made to us.
- No parties or events – the maximum number of persons using the accommodation at any time must not exceed those listed on the booking form. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Bookings cannot be accepted from persons under sixteen years of age. For bookings made by persons under eighteen years of age must have written parent/guardian permission.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
- Accommodation is available on the day of arrival, unless otherwise agreed and guests are required to vacate the accommodation by on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at the expense of you.
- Pets are not allowed because we want to be able to accommodate future guests who may have allergies.
- The booking payment made will include accommodation, training, excursions and transport after arrival at the camp, food and drink. Additional payments for extra excursions, massages, beauty treatments or transport

will be chargeable and paid at the time of request. Please ensure that you understand and accept the additional costs before you book any extras.

- Failure to disclose medical conditions or accurate information requested from you could result in termination of the camp.
- In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
- Damages and breakages – please treat the facilities and accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage.
- Please do not move any furniture from one room to another.
- Please make sure you switch off lights, heating, air conditioning or any electrical appliances when you go out – we try to be an eco-friendly home and would appreciate your help.
- Please do not take any towels from the room with you to the beach
- Le Manoir Bootcamp reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest.
- All inventory must remain in the property and not be taken to another property.

- We reserve the right to terminate a bootcamp without compensation where the unreasonable behaviour of the persons named on the booking may impair the enjoyment, comfort or health of others.
- Candles are not allowed inside the house.
- Any problem or complaint which the client may have concerning their bootcamp stay must be immediately reported directly to us or our representatives and we will endeavour to put matters right. Any complaints not reported to us or our representatives at the time, and only reported after the client has returned from bootcamp will not be considered by the proprietor.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- If a national or regional lockdown due to COVID 19 is enforced in France all payments made by the client will be carried forward to alternative dates.
- If because of COVID 19 reasons your flight or ferry is officially cancelled, or travel restrictions are imposed by the UK or French governments that make it impossible to get to Le Manoir Bootcamp for the start date of your bootcamp, then your booking can be moved to another date without charge.
- Should you display symptoms of COVID 19 prior to arrival your dates can be changed without charge.
- If you display any symptoms of COVID 19 prior to arriving you must email us immediately to postpone your start date.
- If you come down with symptoms of COVID 19 whilst on the camp, for the safety of ourselves and other guests, you will be removed from the bootcamp and asked to self-isolate at alternative accommodation at your own cost.
- Any images of you taken during our program may be used by Le Manoir Bootcamp for marketing purposes, this includes images downloaded through 3rd party websites.
- If you are caught under the influence of alcohol or drugs you will be immediately asked to leave the program.
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.

- All guests will be asked to sign a copy of these terms and conditions on arrival at bootcamp to confirm that they have been read, understood and accepted.

WARNING

Some activities do contain some element of risk. All activities undergo rigorous risk assessments for health and safety purposes, but clients participate in activities at their own risk.

Le Manoir Bootcamp owners or our representatives reserve the right to STOP any person participating in activities/event if they are unruly, deemed not capable, do not follow rules set out by instructors, or are under the influence of alcohol or drugs. Under these circumstances you will be asked to leave bootcamp and our premises, and no refund will be given.

Injuries

If you are attending camp with any recurring injuries or you are unfortunate to pick up an injury during camp, please note the following:

We provide a program of daily exercise and activity sessions on our bootcamp. They are planned around all of the clients. The program cannot be changed to adapt to injury and it is not possible to offer an alternative program. However, if you are able to take part in the session, then the trainers will do their best to offer alternative exercises within that session to adapt to your injury.

Unless you have a medical emergency, you will be responsible for any visits to the doctors, pharmacy or hospital (that don't require an ambulance). Le Manoir team will help wherever possible, but will not be able to drive clients to doctors or pharmacies, except in an emergency.

All of our instructors are qualified first-aiders. However, we are not trained doctors or physiotherapists.

Le Manoir Bootcamp Booking Terms & Conditions - 22nd December 2021