

Holiday Stays Terms & Conditions

1. Booking and Paying for Your Short Break or Holiday

Guests can make a booking through our website at www.lesormesjersey.co.uk, by phone at 01534 497028, or by email at reservations@lesormesjersey.co.uk.

When you book you are accepting Les Ormes terms and conditions. You must be 18 years or older to make a booking. We reserve the right to refuse or cancel any reservation.

An immediate, non-refundable deposit is required to secure your booking.

Please note that we cannot guarantee allocation of specific units. Any preferences will be noted and accommodated where possible.

Important information before you book

We have the right to obtain the name of each member of your party before confirming your booking, or at any time.

Where a party includes guests under 18 or those requiring supervision, there must be enough responsible adults (18+) in each accommodation unit to provide proper supervision.

One named adult must take overall responsibility for the group and remain on-site for the duration of the stay. Their contact details must be provided on arrival. Guests are responsible for anyone under 18 at all times, including in play areas, restaurants, swimming pools, and Jump Jersey, unless stated otherwise.

Accommodation Pricing

Les Ormes does not offer fixed rates. Our rates depend on availability and demand at the time of the booking. Any prices listed are subject to change. The most up to date prices are always on our website or will be quoted when you make a booking through our reservations office.

Please be aware that if an error causes the price to be substantially incorrect, we reserve the right to refund the payment and cancel the reservation.

The Accommodation Price Includes:

Your stay includes the use of your accommodation (with bed linen and towels), hot tubs in units that have them, free guest activities (if available), access to the gym (16+), one daily session per person at Jump Jersey (trampolining, climbing, or soft play), and access to the outdoor pool. Other facilities can be purchased separately.

All facilities and activities are subject to availability and opening hours. We cannot guarantee that all advertised facilities will be available during your stay.

Please note Jump Jersey is closed Monday to Thursday from October to April.

Please note the outdoor swimming pool is closed from mid-September to April. Facilities may close without notice, and no refunds or compensation will be given.

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Accommodation Price Does Not Include:

- Use of facilities and activities not included within your break. For example, cycle hire, golf, use of padel courts etc.
- Pet charges
- Food and drinks
- Additional housekeeping services
- Additional sessions in Jump Jersey
- Guest packages

Deposits and Payments

A non-refundable deposit is required to secure your booking. This deposit acts as a booking fee to cover the administrative costs involved in processing your reservation.

Bookings made 7 months or more in advance

To secure your booking, a non-refundable deposit of £100 is required at the time of booking. The remaining balance will be payable in two instalments:

- 50% of the outstanding balance 6 months before arrival, and
- The final balance 60 days prior to arrival.

Bookings made more than 60 days but less than 7 months in advance

To secure your booking, a non-refundable deposit of £300 / £500 is required at the time of booking. The remaining balance must be paid no later than 60 days prior to arrival.

You may make payments towards your balance at any time before this date, either in full or in instalments, by logging into your booking through 'My Account' on our website.

Bookings made less than 60 days in advance

A full non-refundable balance payment by credit or debit card is required at the time of booking. The total amount payable for your stay will be shown on your booking confirmation.

In all cases, the full balance must be paid by 60 days deadline, if you do not pay your full balance on time then the stay will be cancelled and any prepayments paid will be forfeited. We accept payment by credit or debit cards.

Booking Confirmation

A contract is formed once the required payment (either the deposit or full balance) has been received and a booking confirmation has been issued. Your confirmation email will detail the total price, any extras, and payments received or due.

We would ask you to check the details carefully and to come back to us if anything is incorrect within 24 hours of making your booking.

The agreement is binding on you (the person named on the confirmation) and all members of your party, including children, who must be made aware of and accept these terms. It remains in force until the last member of your party has departed the resort, including any extensions to your stay.

2. Cancellation Policy

You may cancel your booking at any time. The reservation team must be notified in writing regarding the cancellation.

If the cancellation request is received more than 60 days before arrival, 100% of any deposit or pre-payment already made will be retained. No further payments will be requested towards the cancelled booking.

If the cancellation request is received 60 days or less before arrival, 100% of the full balance of your stay will be retained. No credits will be given.

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If We Cancel Your Booking

We reserve the right to cancel your booking at any time should it become impossible for us to provide the holiday you have booked, or if we have any reason to believe that you or any member of your party appears to be disruptive influence on other guests.

We also reserve the right to cancel any reservation if a technical error has occurred in processing your booking.

Where we cancel your holiday before you arrive, we will refund any payment made to us but we will not pay any compensation.

Les Ormes reserves the right to cancel your booking for non-payment, breach of Terms and Conditions, or unacceptable behaviour.

In such cases, no refund will be given, and deposits or prepayments will be retained. If payment remains overdue or you fail to arrive without written notice, we may cancel and re-sell your accommodation without refund.

Where we cancel your booking after arrival you will receive no refund or compensation.

Refunds

Where refunded, payments made by credit or debit card will be refunded to the same card, less any non-refundable payment within 7 working days.

Amendments to Bookings

Booking amendments may be requested in writing to the Reservations Team up to two months before arrival, subject to availability and any rate differences. Changes must fall within the same calendar year and can be made only once. You must select a new date within 10 days.

You may not, under any circumstances, transfer your booking to anyone without our consent.

If We Must Change Your Booking

Occasionally we need to make changes to bookings after confirmation. Whilst we endeavour not to do so, we reserve the right to make changes to your booking to correct errors howsoever caused. We will endeavour to inform you of these changes within a reasonable time from us making the change. Please note we cannot guarantee allocation of specific units.

3. Your stay at Les Ormes

To help ensure your party and all our other guests get the most from their stay at Les Ormes, you are required to comply with all guidance supplied to you by Les Ormes staff.

You are required to follow any safety advice provided to you.

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Arrival - Check-in: 4:00 PM

You may arrive before 4 pm on your arrival date, store your luggage with us at reception (if available) and may use our facilities from that time.

Departure - Check-out: 10:00 AM

All Les Ormes guests have a departure time of 10 am, unless a late check-out (£40 fee) has been purchased, in which case you may stay in the accommodation until 1 pm. Please return your key/wristbands to the reception when departing.

Accommodation

You must use the accommodation and its contents responsibly and leave it clean and tidy upon departure. Additional charges may apply after a departure for extra cleaning, missing items, or damage.

If we are unable to collect payment within 30 days, we reserve the right to issue court proceedings.

We reserve the right to enter your accommodation for reasonable purposes such as checks, maintenance, or housekeeping. Whenever possible, you will be notified in advance, and a suitable time will be agreed with you. In an emergency, we may access the unit immediately without prior notice. Your occupation of the accommodation is not exclusive.

Maximum occupancy (as stated on our website) must not be exceeded. Extra guests will be relocated to another unit and charge them or you the full price. In serious cases, we may cancel your booking and require your party to leave immediately without refund or compensation.

Dog Policy

Only selected units at Les Ormes Resort are dog friendly. (Dogs are not permitted in apartments.)

Dog-friendly accommodation allows up to two dogs, by prior agreement at the time of booking. You must comply with all dogowner requirements, and an additional charge of £100 per dog per stay. No other animals are accepted.

Dogs must be well behaved, quiet, and kept on a lead when outside your accommodation. They are not permitted on beds, sofas, or furniture, and our crockery or utensils must not be used for feeding.

You are liable for any damage, fouling, or extra cleaning caused by your dog. Breaches of this policy may result in charges for repairs or cleaning, or, in serious cases, termination of your stay without refund.

Except for assistance dogs, dogs are not allowed in pool areas, restaurants, padel courts, Jump Jersey, or on the golf course.

When staff need to access your accommodation (e.g. for cleaning or maintenance), please keep your dog in another room or take it outside and follow any instructions provided.

Behaviour and responsibility for damage to Les Ormes Property

Les Ormes is a family environment. All guests must behave respectfully towards staff, other guests, and the property.

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Disruptive, abusive, or antisocial behaviour, property damage, or violation of site rules may result in immediate termination of your stay without refund.

You are responsible for the behaviour of all members of your party. Conduct should be appropriate for a family environment and not aggressive, excessive, noisy, or disruptive, particularly at night. You are also responsible for maintaining cleanliness and for any damage caused.

Please dispose of your litter in the appropriate bins and do not leave rubbish outside your accommodation, as birds may scatter it. If this occurs, a cleaning charge will apply.

Les Ormes reserves the right to charge for damages or missing items, refuse future bookings from individuals involved in such incidents, and will not provide refunds or compensation in these circumstances.

Loss or damage to your property

Guests are solely responsible for their personal belongings at all times.

Notwithstanding any Jersey statutory provision Les Ormes cannot be responsible for the loss of any personal items or goods left or stored on our premises this includes our self-catering units, carparks, Jump Jersey and public areas.

Appropriate insurance is strongly recommended.

Complaint and claims

If you have a complaint, you must inform us as soon as possible in writing. We will endeavour to respond to your complaint within 7 working days.

Please note that we are not responsible for any matter of which you were aware and which you did not bring to our attention during your break. We will not enter further correspondence on any matter resolved during your break and accepted as such by you.

4. Additional information

Noise

Les Ormes is located a short distance from Jersey Airport, and occasional noise from airport activities may be experienced. This is beyond our control.

Smoking Policy

Smoking (including e-cigarettes and vaping) is not permitted inside the accommodation or in any outdoor areas, including decking, terraces, patios, balconies, or roof terraces.

Marketing & Loyalty schemes

Any promotional material whether provided by us or third parties is an offer to treat and cannot form a binding contract.

We endeavour to check the accuracy of the information we provide, however, Les Ormes is not liable for any inaccuracies within our own or our agent's information that is supplied to you.

On and after booking, Les Ormes will send you administrative and promotional emails. Administrative emails are automatically generated and contain important information about your stay. You can unsubscribe from promotional emails. Les Ormes may use SMS to contact you whilst you are on staying or using our facilities.

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Data Protection

Les Ormes may need to hold information about your booking electronically to enable us to fulfil our contract with you. However, after departure, you can request we delete all electronic information that relates to your booking. Les Ormes may send you email information after you have departed from time to time, you can unsubscribe from these emails. [See our privacy policy](#).

Force Majeure

We regret we cannot accept liability or pay compensation for cancellation by us due to acts out of our control. Such acts of force majeure would include war, threats or acts of terrorism, fire, flood, fog, storm or natural disaster or break in, criminal damage, epidemics and pandemics or any similar event outside our control.

Death or injury on Les Ormes Property

Notwithstanding any Jersey statutory provision, we cannot be responsible for any injury or death caused on Les Ormes Property.

CCTV

CCTV cameras operate at some locations in the interests of public safety.