

## Winter Let Terms & Conditions

### 1. Booking & Paying for your Winter let

Winter let bookings are available for a minimum of 22 days and up to 6 months based on discounted rates with limited services included.

Reduced rates are available for winter stays from 1st October until the start of the Easter school holidays. The longer the stay, the lower the rate, with our best prices available for stays of six months based on a fullperiod commitment.

When you book you are accepting Les Ormes Winter Let terms and conditions.

Guests can make a booking through our website at [www.lesormesjersey.co.uk](http://www.lesormesjersey.co.uk), by phone at 01534 497028, or by email at [reservations@lesormesjersey.co.uk](mailto:reservations@lesormesjersey.co.uk).

You must be 18 years or older to make a booking.

Please note that we cannot guarantee allocation of specific units.

- **Pricing**

Prices are not fixed and may be subject to change during the quoting or booking finalisation process. Typically, quotes are valid for 48 hours. Current prices are available on our website or provided directly by the Reservations Team. The agreed price will be confirmed in your booking confirmation.

- **Deposits**

Please note that we are unable to hold provisional bookings without a deposit. An initial deposit is required at the time of booking to secure your reservation. We accept debit and credit card payments, which can be made either online via a payment link, over the phone or bank transfer.

The deposit is not part of your rental and is non-refundable in the event of cancellation or early departure.

The deposit will be returned within 7 working days after departure via the same payment method, less metered electricity charges (as per JEC rates), any potential damages and the applicable final cleaning charge\*. (See part 2. Electricity and Cleaning Charges)

- **Rents and Payments**

Rent is due monthly in advance.

The first month's rent must be paid no later than two weeks prior to arrival (unless stated otherwise).

Payments can be made by logging into your online booking, where you can check your payment schedule and view your payment history at any time. Payments are due each month on the same date as your arrival day, with the final month's payment calculated on a pro-rata basis if the stay does not cover a full month.

A £20 per day surcharge applies to late payments

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## ▪ **Booking Confirmation**

A binding contract is formed once we have received the required payment and you have received written confirmation from us. The contract binds you (the person named on the confirmation) and all members of your party, including children. All guests must comply with these terms and conditions. The contract remains in effect until the last member of your party departs Les Ormes. Your stay does not create a tenancy agreement or any form of long-term right of occupation.

## **2. Cancellation and Amendments**

### ▪ **Cancelling Your Booking**

#### **Before Arrival**

You may request to cancel your booking at any time by submitting a written request to the Reservations Team. Please note that all cancellations are subject to our nonrefundable policy, and any deposit or payments already made will not be refunded.

#### **During Your Stay**

All bookings are firm and, once confirmed, you are committed to the full reserved period. Early departures cannot be accommodated. Should you leave before your booked end date, the full remaining balance remains payable and the deposit will be retained.

### ▪ **If We Cancel Your Booking**

We reserve the right to cancel your booking in the event of non-payment, breach of Terms and Conditions, or unacceptable behaviour by any member of your party.

In such cases, no refund will be given, the deposit will be retained, and Les Ormes accepts no liability for any associated costs or inconvenience.

We reserve the right to decline bookings.

### • **Amendments to Bookings**

Amendments may be requested in writing from the Reservations Team up to two months before arrival, subject to availability and any difference in rate. The amended dates must fall within the same Winter Let season.

Extensions may be requested in writing from the Reservations Team and are subject to availability and applicable rates at the time of reconfirmation. The deposit paid on the original booking will also apply to the extension and remains subject to the same Terms and Conditions.

## **3. Your Stay at Les Ormes**

Check-in: 4:00 PM

Check-out: 10:00 AM

### ▪ **Maximum Occupancy for Long Term Lets**

To ensure a comfortable stay, maximum occupancy varies by unit size.

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- 1-Bedroom: Single Occupancy or Couples
- 2-Bedroom: Up to 2 adults and 2 small children, or 3 adults
- 3-Bedroom: 2 adults and 2 children (any age), or 4 adults
- 4-Bedroom: 2 adults and up to 3 children, or 4 adults
- 5-Bedroom: 2 adults and up to 4 children, or 5 adults

Maximum occupancy is set to ensure comfort and make the best use of available space.

Other variations within the stated maximum occupancy may be considered to suit your family composition.

#### ▪ **Included in Your Stay**

Free Wi-Fi

One parking space near your unit (not allocated)

Fresh linen and towels delivered once a week (beds not remade)

Light cleaning once a week (floors and bathrooms only)

If extra cleaning is required during your stay (beyond the standard light cleaning), this service is available for an additional charge:

1-2 bedroom units: £60

3 bedroom units: £80

4-5 bedroom units: £100

The maintenance team is available during your stay. Should any issues arise, please notify reception as soon as possible.

All bills are included except metered electricity, unless agreed otherwise.

#### **Hot Tubs**

Use of hot tubs are not included in long-stay stays. Hot tub can be added in selected units for a weekly charge of £350.

We require 24 hours' notice to prepare it.

#### **Sports and Activities**

Long-stay guests have access to:

Gym (16+)

Jump Jersey for Children – 1 Session per Day

Children can choose one activity per day:

climbing, open bounce, or soft play. Sessions are subject to opening times, and additional sessions can be booked for an extra charge.

Please note that we cannot guarantee all facilities will be open during your stay. Jump Jersey is closed Monday to Thursday from October to April.

Golf and Padel are not included. (available for an extra charge).

Outdoor swimming pool is not included.

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### ▪ Electricity and Cleaning Charges

Bookings of more than 22 days are charged for metered electricity unless agreed otherwise, re-billed at the standard JEC rate.

Each unit has its own meter, read on arrival and departure. Interim readings are not available upon request.

Electricity usage is calculated at the end of the stay and deducted from your deposit upon departure.

All bookings include a final cleaning charge, which covers cleaning after your departure.

Property Type	Final Cleaning Charge
1 Bedroom / 1 Bedroom (with dog)	£50 / £80
2-3 Bedroom / 2-3 Bedroom (with dog)	£80 / £120
4-5 Bedroom / 4-5 Bedroom (with dog)	£120 / £150

The property must be returned in a reasonably clean condition, including:

- Kitchenware cleaned and stored properly
- All rubbish removed
- Floors cleaned

If the property is not returned in a reasonable condition as per above, additional cleaning will be charged at £20 per hour per cleaner.

### ▪ Access to Accommodation

We reserve the right to enter your accommodation for any reasonable purpose, such as checks, maintenance, or housekeeping.

You will be notified in advance whenever possible, and a convenient time will be agreed with you. In the case of an emergency, we reserve the right to access the unit immediately without prior notice.

Please note that your occupation of the accommodation is not exclusive.

### ▪ Pets

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

Pet-friendly accommodation allows up to two dogs, by prior agreement at the time of booking. No other animals are accepted.

No extra dog fees apply beyond the final cleaning charge, conducted after departure.

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.

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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.

Except for assistance dogs, pets are not allowed in pool areas, restaurants, 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.

#### ▪ **Personal Items and Restrictions**

**Furniture & Electrical Items** Due to fire regulations for self-catering accommodations, guests must not bring:

Large electrical appliances (e.g., fridges, TVs)  
BBQs (not permitted on site)  
Large furniture items (e.g., wardrobes)

Les Ormes is unable to store personal items and is not insured to do so.

Les Ormes accepts no responsibility for personal belongings.

Guests are advised to have suitable insurance.

Movable furniture, such as freestanding beds, may be removed (on request) for a storage fee of £250. Fixed or built-in items cannot be removed.

#### Decking and Outdoor Areas

Decking areas must not be used for storage. Guests should not decorate or furnish these areas with:

Plants or shrubs  
Satellite dishes  
Personal outdoor furniture  
Large children's play equipment  
Sports or gym equipment

#### ▪ **Parking**

All bookings include parking for one car.

Guests with a second vehicle must use general car parks.

Guests staying in Coastal Cottages may use additional free public parking on the slipway facing the development.

Parking on grassed areas is not permitted; guests will be held responsible for any damage caused.

#### **Guest Behaviour**

All guests are expected to conduct themselves in a respectful and considerate manner towards staff, other guests, and the property. Any form of disruptive, abusive, or antisocial behaviour, damage to property, or violation of site rules may result in immediate termination of your stay without refund.

You are responsible for maintaining the property's cleanliness and for any damage caused during your stay. Les Ormes reserves the right to charge for damages, missing items and to refuse future bookings from individuals involved in such incidents.

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- **Noise**

Les Ormes is located in a short distance from the Jersey airport, and you may experience noise from such activities from time-to-time. This is beyond our control.

- **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.

- **Smoking Policy**

Smoking is not permitted inside the accommodation or in any outdoor areas, including decking, terraces, patios, balconies, or roof terraces.

- **Safety**

You are required to follow any safety advice provided to you

- **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.

- **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 stay. We will not enter further correspondence on any matter resolved during your stay and accepted as such by you