

### Dear Holiday Home Owner

Welcome to France4U (Normandy) – Total gite/property management.

France4U consists of a team who live in Normandy and are on hand to ensure all your holiday home needs are completely taken care of.

We are well situated to ensure that help is at hand if necessary and to ensure that all bespoke requirements can be met.

Whether you live in France and just need help with certain aspects of your holiday home rental or are based in the UK and require the full management of your holiday home. France4U – Normandy can offer a complete range of property management solutions, giving you piece of mind that your property is in the hands of an experienced team dealing with the day-to-day needs of your cottage/gite/property in France.

Please find attached our company 'Terms of Engagement' for your perusal and our 'Provision of Services addendum' detailing the services available and the relevant charging structure.

If you are interested in any of the services offered, please tick where appropriate and sign and date the 'Terms of Engagement' and return to us at

Post to: Mr R Ealing, France4U, La Pointerie, Montabot, Normandy France

or e-mail: [info@france4u.biz](mailto:info@france4u.biz) website: [www.france4u.biz](http://www.france4u.biz)



UK – 0033 688148963



FR – 06 88 14 89 63

If you require any further clarification of any of our services or the 'Terms of engagement' please do not hesitate to contact us.

We look forward to receiving your completed 'Provision of Services' form and working with you to ensure the efficient and effective management of your holiday home in Normandy, France.

Kind regards

Rich & Emily Ealing

### Terms of Engagement

For the employment of France4U

**Definitions** – Unless the context otherwise requires:

1. **France4U** means the firm appointed provide the services listed in the attached provision of services addendum.
2. **Client** means the person(s), for whom France4U has been instructed to provide such services.

#### Agreement

1. The Client agrees to accept the services of France4U listed in the attached provision of services addendum.
2. The client should address any alterations to the provision of services to France4U 2 weeks prior to required commencement of the agreed alteration.
3. All complaints regarding the services provided should be notified to the company immediately pending investigation and the company will promptly respond to any complaint of the Client and within a reasonable time provide a statement of explanation or a means of rectification.
4. Either party can terminate this agreement at any time with 2 weeks notice prior to commencement of any services agreed.
5. France4U and its representatives will provide the listed services as agreed and or formally amended in line with the above
6. All invoices for the services provided will be sent at end of each calendar month or to the maximum on account of 500.00 EURO and must be paid within 20 days of the date of issue of the invoice either by € Euro (French cheque/transfer) or agreed £Sterling (UK cheque/transfer).
7. Late payment of the invoice provided after the 20 days may result in a 10% surcharge to cover any further administration costs in arranging payment.
8. France4U cannot be held responsible for any damage to property or persons unless caused due to proven negligence of France4U.
9. France4U will treat all your personal information as private and confidential (even when you are no longer a customer) except where Law permits us or where disclosure is made at your request or with your consent.
10. I have read and accept the France4U Terms of Engagement.

**Client Signature** X

**Date**

**Contact Address**

**Property Address**

### Provision of Services Addendum – January 2009

| Services available for your property  | Cost  | Interest Yes /No |
|---|---|------------------|
| <b>Key Holding &amp; Emergency helpline –</b><br>The keys for your property & a copy set in case of loss by any party will be held and upon request made available. Helpline number for emergencies and advice on issues at the property – Subsequent international calls relating to any issues may be charged at local operators rates.   | €175 Per Year & €30 per initial visit (1hr) & €25 p/h after |                  |
| <b>Security checks –</b><br>Your property will be inspected every month, internally & externally to make sure everything is fine giving you peace of mind. A report is issued by email/snail mail/telephone to our clients after every visit .  | €250 Per Year or €30 Per check                              |                  |
| <b>Changeover service –</b><br>Laundry <ul style="list-style-type: none"> <li>• Double bed change (Strip, Wash, dry, iron &amp; change)</li> <li>• Single bed (Strip, Wash, dry, iron &amp; change)</li> <li>• Cleaning (per room including bathrooms of each property) inc products</li> <li>• Towels &amp; bath mats</li> <li>• Tea towel &amp; hand towels</li> </ul>  | €12<br>€9,50<br>€8,50<br>€2,40<br>€1,20                     |                  |
| <b>Linen hire –</b> <ul style="list-style-type: none"> <li>• Double Bed (2x pillow case, 1x duvet cover, 1 x bed sheet)</li> <li>• Single bed (1x pillow case, 1x duvet cover, 1 x bed sheet)</li> </ul>  | €30<br>€22  |                  |
| <b>Website advertising –</b><br>To advertise on our Website www.france4u.biz an annual fee is charged per annum. This includes submission of six photos (including 2x alterations per annum) and your information on the property and surrounding area.   | €75 per annum   |                  |
| <b>Complementary mini website &amp; hosting</b><br>Further details on request   | €125,00 one off fee   |                  |
| <b>Booking management –(without exclusivity)</b><br>The complete management package in conjunction with France4U website advertising (facilitation of existing advertising/marketing channels can be arranged), booking & letting Contract. The service comprises processing of enquiries/bookings, issue of a booking contract asking for 50% non-returnable deposit of the weekly/fortnightly rental. A reminder is issued at 6 weeks prior to the rental date with the remainder to be paid 4 weeks before the commencement of the holiday plus a £150/€200 Security deposit. Once the property is satisfactorily vacated the deposit is returned. | 15% for each booking taken and deposit paid                 |                  |
| <b>Gardening services</b><br>Basic Gardening services available – Mowing. Strimming & trimming (All equipment supplied)   | €30 per hour  |                  |
| <b>Pool/Spa/Hot tub maintenance</b>   | POA subject to survey                                       |                  |

**Example 3 bedroom cottage changeover inc laundry – 1 x kitchen, 1 x dining room, 1 x lounge, 2 x bathrooms, 3 x bedrooms, 1 x double bed, 4 x single beds, 2 bath mats & 4 tea towels = €127,60 (euro)**