



# Provence Secrets & French Property Advisors

## Terms and Conditions

**In simple to understand language**

1. Provence Secrets and French Property Advisors promise to give you the best possible service and advice; however the advice is given in good faith at the time and could be subject to change. We cannot be held responsible for any loss you may incur as a result of the information we supply.
2. We will not give you any advice that is financial or legal.
3. We will only advise you where you can get the legal and financial information.
4. We offer a staging system to enable you to carefully consider the implications of the information you receive and the costs incurred. You are only liable for the costs of the stages that you agree to. There are no hidden charges. Where we quote you for a planned trip there will be expenses that you pay directly to the service provider and there will be expenses paid to us. We will quote you in Pounds Sterling or Euros whichever is appropriate at the time. We cannot be held responsible for costs that you pay directly to the service provider.
5. Documents given to you and information supplied must not be used commercially, it is given to you to use for the purposes outlined only.
6. We provide information about activities and services of hoteliers etc. You will be bound directly by the condition set by those service providers and the information supplied We are the information

gatherers from our sources abroad. **The fees** will be given to you in advance. The fees are for making the arrangements on your behalf. We cannot be held responsible for surcharges or changes in rates of charge.

7. During your travel, you must ensure that you have full insurance cover for travel and health as **we do not provide insurance cover** for any of the arrangements made on your behalf.
8. All fees for travel you will pay directly so the parties advised to you at the time.
9. All overseas fees will be quoted in Euros or the currency of the country visiting and will be converted at the rate at the time of travel. We cannot be held responsible for possible currency fluctuations
10. We guarantee that **we will keep information you give us confidential** and we are registered under the Data Protection Act.
11. Information will be supplied to you as soon as possible on each stage or in response to your questions. We cannot be held to a specific deadline as accuracy must be checked and verified.
13. To keep costs to a minimum we propose to communicate wherever possible by email.