

Information  
for Owners



VACANCES

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HOLIDAYS

Halcyon  
Leisure

The vital ingredient for successful Holiday Home  
letting in South West France



**Founded 35 years ago, HL (formerly Halcyon Leisure) have been arranging stays at quality Self Catering accommodation for Guests and helping Owners ease the burden of booking administration.**

**Our policy to resist offering complete online booking and payment means that there is a human interface with the Guests, allowing vetting of the Guests and also allows Owners the chance to decline bookings prior to confirmation.**

**Principally covering the départements of Lot-et-Garonne, Tarn-et-Garonne, Lot and Dordogne (The historic regions of Quercy and Périgord), the current portfolio is a blend of mainly rural properties suitable for 2 - 30 people.**

**Who are HL? HL Holidays is a trading style of Divona Ltd, UK company reg 09599422, and until 2021 traded as Halcyon Leisure.**

## Services of HL include:

- Marketing and promotion of your property
- General advice on presentation and equipment
- All administration relating to the Booking process
- Administration of Security Deposits and refunds
- Negotiation of disputes between Owner & Guest
- Liaison with Property Managers and Caretakers
- Advice to new Owners or on new properties
- Assistance with recruitment of property staff



# Registering your property with HL

After initial contact and discussion by phone or email, we will ask you to fill in a Property Information form to enable us to make an initial assessment of the Property's suitability to fit into our portfolio.

At the earliest opportunity we will then visit the property, at which time we hope to meet you and /or your local management staff. We gather further basic information including a floorplan of the property, services and other specific information which Guests may need. We also take photographs, including aerial shots if possible, or we can use images you may already have.

Whilst we can give general guidance on pricing based on our experience before we visit a property, final discussion and agreement on pricing can only be done after we have visited and when we clearly understand your aims and intentions for the property which are of paramount importance.

Once pricing is agreed, we ask you to sign a contract with us which is renewed annually, and your property is added to our websites, and circulated to potential customers. You are welcome to have input on how your property is presented.

Besides the HL websites, marketing and promotion is done through magazines, both print and online, social media and other outlets as we may choose from time to time: Promotion is in English and French, and from time to time German and Dutch. Besides the UK, Ireland and the rest of the EU, the USA, Canada and Australasia are also targeted.

A French language version of the website was launched in 2021

# The Booking Process

## - Enquiry received

We contact you to confirm availability of the property to ensure you have not made any other plans of which we are not aware.

## - Booking is Confirmed

Once we receive a completed Booking Form and a Deposit from the Guest the booking is confirmed, and we advise you in writing.

## - Guest pays the Balance

Payment of the Balance of the rental, plus the Security Deposit and any other extras ordered is due from the Customer at least 8 weeks before the Booking starts.

Guests receive directions and contact details for their stay.

## - Owner is Paid

At least 4 weeks before the Guests arrive Owners are paid in full. Halcyon Leisure retain the Security deposit.

## - Guests arrive & enjoy their stay

## - Security Deposit refunded

Refunds are made every Wednesday, giving Owners 3 working days to notify details of any deductions that should be made.

Any Deductions are paid to Owners with the next payment due.

## - Feedback & Comments collected

Guests are sent a questionnaire with Security Deposit returns, and results fed back to Owners.

# Frequently Asked Questions

## How much does it cost to register my property?

There is no charge to register a property with HL Holidays.

## Do I have to commit a number of weeks per annum?

No - we ask for a minimum of 4 weeks of Peak Season, but do not make this a firm commitment.

## I like to spend August in France - Is this a problem?

No, but if you are seeking to earn from your property for any reason, August is by some way the most profitable month with highest demand: If you can plan your own use of the house in other months your earnings will be better and easier.

## What does HL offer that other similar companies do not?

We offer a personal service with personal contact, often by phone. We try to meet our Owners regularly, and visit properties frequently as well to ensure that the standards we aspire to are being maintained, and we are giving current and correct information to potential guests.

Many internet based companies now operate on the basis that they get the booking and receive the payment, and then pass all money less their commission to the Owner. This leaves the Owner to deal with the Customer's arrival, any issues during the stay and refund of the Security Deposit after the stay: HL deal with all of these matters for you if you wish, and also negotiate potentially emotive situations when disputes arise.

You need not interface at all with your guests if you so wish.

## How do changeovers between stays work?

Our calendar works normally on a Saturday/Saturday basis for the main months of the year, with outgoing guests requested to leave by 10am and incoming guests requested not to arrive before 4pm.

If you do not have a Caretaker or Cleaner appointed, we can help you find someone suitable. Often they will be already working on one of our properties.

## How do you decide the price of my property ?

This is decided in consultation with you: How the property is priced, particularly away from the main months, has a great bearing on the property's occupancy.

## Can I impose restrictions on Guests?

You most certainly can! We have only a small number of houses that accept pets, and very few that allow smoking indoors. We also have a couple of houses that have age restrictions on Guests: It is part of our role to vet parties and ensure that Guests are aware of the restrictions before they book.

## What information do you hold on Guests?

Guests fill out a Booking Form which includes a home address, contact phone number and email address. They also declare the names of the members of their party. Occupancy and use of the facilities at the property is restricted to those people named on the list.

Guests sign a declaration of acceptance of HL's Terms and Conditions, and must also declare that they hold adequate Travel Insurance. This is done for all bookings without exception.

## Who is the Booking Contract between?

All Booking Contracts are between the Owner and the Guests: HL act as the Owner's appointed agent to arrange and administer contracts.

## Does my house have to have a swimming pool?

No, but in summer there is considerably less demand for houses without swimming pools: We encourage Owners without pools to offer rates for monthly or longer stays alongside weekly rates.

## How and When will I be paid?

Owners are paid in full at least 4 weeks prior to the start of a booking, and as soon as a booking is confirmed if the booking is taken less than 4 weeks before the booking starts.

Payments can be by Bank Transfer or cheque, in £GBP or €EUR as required: other currencies can be arranged.

Annual statements for Tax etc are available on request as part of the service.

## What about damage and Insurance?

For minor damage caused by Guests we take and hold an agreed Security Deposit on the Owner's behalf. If there are no claims from the Owner at the end of the booking, this is refunded during the week after the booking ends. Your property should be insured for all risks associated with use for holiday letting: Your insurer will advise you on this.



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**HL offer quality self catering accommodation for visitors from all over the world  
We work with Owners to bring their Guests the best experience of rural France possible**