

# **AN IMPORTANT MESSAGE FROM OUR CONCIERGE OFFICES IN FRANCE**

**We are delighted that you have reserved a villa through Kestrel Travel and we are looking forward to welcoming you to France.**

**We ensure that your private villa can be equipped with all the services and amenities one associates with staying in a luxury hotel. We tailor a wide range of concierge services to match your exact requirements. We can provide chefs, maids, caterers for private parties, baby sitting, security guards, rental cars and chauffeur services, day boats, helicopters, massage and yoga, and shopping to be delivered upon your arrival... In addition we are on call to resolve any eventual problems.**

**Please keep this book for your records and return the completed questionnaire either by post or by fax to the local office, who are dealing with your rental. We would be grateful if you could return it to us at your earliest convenience, as it is imperative for us to be able to prepare the villa to meet your requirements. We would like to warn you that if we receive the completed questionnaire too late (1 week before your arrival) we may be unable to provide the service requested.**

**In addition and in order to maintain good professional relations with all of our suppliers, we must insist that if a service is cancelled less than 48 hours in advance, a 50% cancellation charge may be incurred**

Whilst writing, we would like to remind you that, as with other holiday destinations, theft is a fact of modern life. Therefore, we strongly advise clients not to bring on holiday items of value such as expensive jewellery, and to always secure windows and doors, using shutters where necessary, as a matter of common sense. In addition, please ensure you have taken out travel insurance, as per the terms and conditions in your contract. If you require any assistance with this, please contact our UK Office.

**Please note that the security deposit, as detailed in the contract, is to cover any eventual charges for utilities, linen and laundry, cleaning, breakages, etc... All Concierge Services that may be booked are payable directly to our French Office before departure from the villa.**

Should you have any further queries, please do not hesitate to contact us, we remain at your disposal.

With best regards,

**The French Concierge Offices**