

GENERAL TERMS AND CONDITIONS OF RESERVATION

§1 The owner is committed to welcome the guests in the best way possible and to ensure that they receive all the necessary attention and information to make the most of their stay.

§2 Confirmation of reservation: The reservation is confirmed and binding once the owner has received a deposit of 30% of the total cost of the booking with a minimum of one night per room booked. The payment of this deposit automatically means that the general conditions of sale have been read and accepted.

§3 Payment: The total cost of the stay less any deposit made in advance must be paid on arrival. The payment must be made in cash, or with a French cheque or by bank transfer. Bank or paypal charges are the responsibility of the guest.

§4 Cancellation made by the guest:

Due to the small structure that is a bed and breakfast, all cancellations have a significant effect on us.

Any cancellation must be made in writing and sent by e-mail directly to the owners of the guesthouse and be confirmed by the same.

Cancellations made by the guest:

- a) In the case of a cancellation made between 60 and 30 days before the confirmed date of arrival, the deposit is not refundable.
- b) In the case of a cancellation made less than 30 days before the confirmed date of arrival, the full price of the reservation is due **minus** the number of nights we have been able to re-rent.
- c) If the guest has not arrived by 19h on the confirmed date of arrival and has not notified the owners of a later arrival time, the booking contract is automatically cancelled and the owners are free to give the room(s) to another guest. The full price of the reservation is due.
- d) In the case of a shortened length of stay, the full amount of the confirmed booking is due.
- e) In the case of a reservation being cancelled after check-in, the full amount of the confirmed booking is due.

In the case of a lengthy stay, we recommend that you take out a travel insurance that covers cancellations and it is the responsibility of the Guest to verify that he has sufficient insurance coverage.

§5 Cancellation made by the owners: If the owner must cancel the reservation before the beginning of the stay, he must notify the guest and make sure the information is well received. Any deposit made will be refunded immediately and no further claims can be made.

§6 Arrival: The guest is to arrive on the date as stated by the confirmed reservation, from 17h00 and no later than 19h00 unless previously agreed with the owner. If the guest is delayed he is to notify the owner.

§7 Departure: No later than 11:00 am

§8 Use of the premises: The guest is to respect the nature of the premises and use them accordingly. The guest is to show normal care and respect in the use of the room and is liable to reimburse the owner for any damage caused. Parents are responsible for the surveillance of their children, and especially at the swimming pool. The rooms are strictly non-smoking. Due to insurance and fiscal reasons, we do not provide cooking facilities.

§9 We reserve the right to change your choice of room for a room of a similar or superior category if required.

§10 Capacity: The reservation is only valid for the number of guests as stated in the confirmed booking. The owner has no obligation to accept any additional guest and such refusal will in no way change the validity of the reservation and will not be a reason for any refund.

§11 Pets: Pets are not accepted. The owner has the right to refuse any unannounced pets, and such refusal will in no way change the validity of the reservation and will not be a reason for any refund.

