

## **GENERAL TERMS AND CONDITIONS**

### **Arriving and leaving - Check-in / Check-out time**

To give us enough time to clean and make your bedroom feel homely the check-in time is between 16.00pm local time and 19.00pm local time, unless a different time has been agreed. If you need to arrive earlier or later, please let us know. In any case, you could put down your luggage in the house.

Please free up the room at the latest at 11.00am local time on your departure day. In any case, you could put down your luggage in the house and pick it up later the day.

### **Room, apartment Rates & Payment**

The room rates are indicated per room and night and include a nice French breakfast at maximum for two persons.

The apartment is indicated per week and does not include breakfast.

For direct booking via our web page the prices per room, night and for a minimum of 3 (three) nights are available on our web page.

In exceptional cases we might accept bookings for 1 or 2 nights. In these cases, a surcharge per night and room of 15€ will be charged. That means for a stay of 1 or 2 nights the price per room and night increases by 15€. For these cases, a personal contact and agreement is needed to be made beforehand.

The room rate includes a visitor's tax.

For any booking on alternative platforms the prices shown there are relevant.

By booking a room a deposit of 50% of the total room price of your stay will be asked to be paid via PayPal. Only by completing this deposit payment procedure your booking will be valid.

The balance is due to be paid on your arrival. The invoice will be handed over to you at this point in time.

In any case, the payment will be made in EURO (€).

Nearest cash machine is in Jumilhac le grand (6 km)

### **Cancellation policy**

We strongly recommend that you take out a travel cancellation insurance. We kindly ask for your understanding to not offer a refund for deposit in a case of cancellation.

Cancelation 30 days before arrival date and no show - 100% of the booking price are due to be paid directly.

Cancelation 45 days before arrival date - 80% of the booking price are due to be paid directly.

More than 45 days before arrival date - 50% (means the deposit) are due. That means as mentioned before, no payback of the deposit.

### **Room and Building Facilities**

For any inconvenience related to your room and equipment in and around the house we thank you for letting us know as soon as possible.

It is common sense that any damage caused to the rooms, its objects and equipment or/and the property will be paid for in full by the tenant. This can be amongst others any breakages, stains, spillages, damage to furniture or fixtures and fittings. Please inform us.

On your arrival, we will provide you a key to access the house (for the apartment you have private entrance and only one key). Please think about leaving the key before you travel on 😊

It is not allowed to smoke during your stay at our premises.

Please be very careful in case of glass breakage. Please clean up the area where glass fragments might remain. We are happy to help you.

**Sorry, pets are not allowed. We have a cat.**

### **Laundry**

Please ask us

### **We love our environment**

We are an active part of this world and are willing to assure that it will be treated well and that their resources including water and any kind of energy are used carefully. We are sure you are the same. You are invited to save energy, water and mitigate any waste as much as possible.

### **Forgotten things**

Things you forgot on departure will be kept for a year. After that, we will dispose of them, unless otherwise agreed with you.

In very rare cases we decide to resend forgotten items to you. In these cases, we charge a packaging, handling and transport fee of 20€ in addition to the postage costs. The shipment will be made after receipt of the amount by bank transfer. In no case do we bear the risk of loss by post.

**WiFi** Internet access is available inside the house and rooms. Please note: bandwidth / quality of reception may vary due to the thick walls of the hundreds of years old house.

By any usage you accept to use this access to the Internet fairly and appropriately. It is not provided nor ideal for heavy media streaming, extensive downloads nor uploads and online gaming amongst others. Access to illegal activities or use of our network for illegal activity is prohibited and will be reported to local authorities.

Ask us for the WIFI code upon arrival.

By leaving **personal belongings** in common areas inside and outside of the B&B in the garden areas including the **refrigerator** which is placed in one of the common areas inside for free disposal by all guests, you agree that we will not take any responsibility in the case of loss or damages.

**Parking** - Beside the property there are several on-site parking places available. By using them you agree to park your vehicles at your own risk.

The invalidity of one or more of the above points will not affect the validity of the remaining terms and conditions.

We are happy to answer any question around this terms & conditions.  
By booking you agree to accept all our terms & conditions

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