

Bed and Breakfast and Gîte Maison Neuve – Grandval

Terms of sale and cancellation policy

How we deal with reservations, cancellations and responsibilities you can read in the terms below. These are based on French law and regulations relating to bed and breakfast. This translation is for your information only. Only the French version is binding.

Article 1 -

The best reception will be reserved for our guests. We are committed to personally receive the guests to ensure them a pleasant stay and to facilitate their understanding of the region.

Article 2 - Length of stay

The Client signing the contract for a fixed term shall in no circumstances invoke any right to maintain occupancy.

Article 3 -Validation Reservation

Stays are guaranteed only upon receipt of a deposit and deductible charges. The payments are cashed on receipt. The deposit will be paid no later than 7 days from the date of the reservation request.

- **For the rooms:** The required deposit is 25% of the total room price with a minimum of one night per room (tax included).
- **For the Gîte:** The required deposit is 25% of the total Gîte price (tax included). The remainder of the total amount must be in our possession at least 4 weeks before arrival. For reservations within 4 weeks before the rental period the total rent is to be paid immediately. The total rent must have been paid before you can use the Gîte. Deposit € 150.00; to be paid on arrival. We assume that the Gîte is left behind as you found it on arrival, neatly and in good condition and with complete inventory. Should this not so, we reserve the right to pass on the cost. Upon departure the deposit is returned to you, after deduction of any costs to restore / repair.

Payment of the deposit can be made by:

- check (bank domiciled in France, check payable to M Ketting, Hans)
- by bank transfer: Account 29.76.69.90.001 (Credit Agricole - Centre France), payable to MR AND MRS HANS Ketting, The Pirasset, Grandval 63890, France. IBAN: FR 76 1680 6004 0029 7669 9000 146 BIC: AGRIFRPP868,
- PayPal: see <http://www.maisonneuve-grandval.com/ppl/PayPalUK.htm>

Your reservation will be closed upon receipt of the deposit. The payment of a deposit implies acceptance of these terms and conditions of the chambres d'hôtes.

Article 4 - Cancellation by the client

All cancellations must be notified by letter or e-mail sent to the owner.

Cancellation Fees:

In case of cancellation

- More than 20 days before arrival: € 10.- for administrative costs.
- Included between the 20th and 15th day prior to arrival: 25% deposit.
- Included between the 15th and 10th day prior to arrival: 50% deposit.
- Included between the 10th and the 5th day prior to arrival: 75% deposit.

- Less than 6 days prior to arrival: 100% deposit.
- If the client does not manifest before 19 hours at the scheduled date of arrival, this contract becomes null and void and the landlord may dispose of its guest rooms. The deposit remains with the owner; he reserves the right to claim the balance of the price of lodging.
- In case of shortened stay, the price reflects the cost of accommodation is fully vested to the owner. Additional benefits not consumed will be reimbursed.

Article 5 - Cancellation by the owner

Where before the beginning of the stay, the owner cancels the stay, he must inform his client by letter with acknowledgment of receipt. The client will be immediately refunded amounts already paid.

Article 6 – Arrival time

The client must arrive on the specified day of the reservation from 14h until 19h. Remember to call if you arrive after 19 hours.

Article 7 – Check out time

Rooms will be released before 11:30 am.

Article 8 - Regulation of the balance of the accommodation

The balance of the stay, drinks and additional benefits not mentioned in the contract will be paid at departure.

Article 9 – Tourist Tax

The tax is a local tax that the customer must pay to the owner who then pays the treasury.

Article 10 - Changing rooms

The operator reserves the right to change the room originally reserved by the client, without possibility for the customer to claim any compensation, in a room with the same capacity or higher capacity. In such cases, the cost of the reservation remains unchanged.

Article 11 - Capacity

This contract is established for a specific number of people. If the number of clients exceeds this number, the owner is entitled to refuse the additional customers. This refusal cannot be considered a modification or termination of contract by the owner. So that in case of guest's departure, no refund can be considered.

Article 12 - Pets

Unless expressly agreed upon booking, pets are not accepted. In case of breach of this clause by the client, the refusal to accept pets and their owners by the owner of the B&B cannot be likened to a modification or termination of contract by the owner. So that in case of guest's departure, no refund can be considered.

Article 13 - Lifestyle, use of the premises

In compliance with a certain lifestyle it is asked to all guests to ensure the tranquillity of the place and the comfort of its guests. In addition, it is requested not to smoke throughout the building. The customer agrees to comply with the instructions of how to live included in the rooms and the general conditions of sale. The customer agrees to leave the rooms in perfect condition at the end of the stay and to declare, and bear financially, any potential harm of which he could be responsible. Children moving within “Maison Neuve” are under the sole responsibility of their parents. The kitchen is not left to the guests.

Article 14 -

These conditions of sale are subject to change at any time without notice. The acceptance and compliance with these conditions of sale are deemed earned upon payment of deposit.

Article 15 -

According to the law of 6 January 1978, you have the right to access and rectify data concerning you. “Maison Neuve” agrees not to transmit the information you have provided to other companies or organizations.

Article 16 - Litigation

Any claim relating to the inventory must be submitted to Mr. and Mrs. Ketting within three days following the date of arrival.

Any other claim for a stay must be sent by letter, as soon as possible to Mr. and Mrs. Ketting.