



GENERAL CONDITIONS OF RENTAL

The French version of the “General Conditions of Rental” is and will be the only reference in case of interpretation of the described following rules.

This English version is proposed In order to facilitate the reading of the French document

ARTICLE 1 – PRICES

Basic price per room is based on 2 people, per night and including:

- Breakfast
- Supply of bed linen
- Provision of towels (toilet gloves not included).

For each additional person, and within the limits of the capacity of each of the rooms, a supplement based on the rates in effect will be applied.

Free fee is applied for babies younger than 2 years old.

ARTICLE 2 - RESERVATION

The booking becomes effective with the payment by the customer of a deposit corresponding to 30% of the total price of the stay.

The payment of the deposit is worth acceptance of these general conditions of rental and must be paid by credit card. The payment is non-refundable.

ARTICLE 3 – PAYMENT OF THE BALANCE

The balance of the amount for the stay has to be paid on arrival.

The supplementary benefit, as the “Host Table”, regional or other product sales are to be settled at end of stay.

An invoice will be send by email to the customer after the stay

For payments we accept credit cards (Visa or Mastercard) and cash.

ARTICLE 4 - TOURIST TAX

Included in the price.

ARTICLE 5 - CANCELLATION / DELAY / AMENDMENT BY THE CUSTOMER

Any cancellation must be notified to the owner as soon as possible by phone and confirmed by mail within 24 hours of the phone notification.

CANCELLATION by customers who have booked through a reservation center (BOOKING, EXPEDIA, AIR B'n'B, WINDU, ...) or any other means except the website "Jardinecanaan.fr"

- The sales conditions of the reservation center will be apply.

CANCELLATION by the customers having reserved through website "Jardinecanaan.fr"

- MORE THAN 14 DAYS BEFORE THE START OF THE STAY:

The deposit (30% of the amount of the stay) will be forfeited to the owner.

- UP TO 14 DAYS BEFORE ARRIVAL:

The balance of the amount of the stay will be invoiced to the customer.





Past 8:00 pm the day of arrival, if the client is not arrived and has not notified by phone the owner of any delay, the owner can dispose his guest rooms.

Nevertheless the balance of the amount of the stay will be charged to the client.

SHORTENED STAY:

The price corresponding to the cost of the booked stay remains acquired to the owner in its entirety.

MISCELLANEOUS:

Any change of date, number of persons or identity will cancel the previous booking.

Payment will be due according the rules defined here before.

ARTICLE 6 - CANCELLATION BY THE OWNER

FORCE MAJEURE

The owner reserves the right to cancel a stay in case of "FORCE MAJEURE".

The customer will be informed as soon as possible by phone.

The phone call will be confirmed by e-mail

The owner undertakes to reimburse all sums paid.

The client could not claim against the owner for more than the amount already paid.

No damage or other consequences will be taken into account.

This refund will be done by bank transfer according to the client's information.

The owner undertakes to help the customer to find a replacement accommodation in its relational network without having an obligation of result.

ARTICLE 7 – ARRIVAL

The arrival times are fixed from **05:00pm to 07:00pm** local time (different time on request up to 24h00 before arrival).

The client shall notify the owner of any delay on the schedule.

ARTICLE 8 - DEPARTURE

The customer shall release the room no later than 11.00am on day of departure.

ARTICLE 9 - OCCUPATION / USE OF THE GUEST HOUSE

The customer shall respect the family character of the house and its intended use. The configuration of the house is not suitable for persons in situation of disability or reduced mobility.

For peace of other customers, owners and their families, the client undertakes to respect silence before 8:00 a.m. and after 10 p.m.

Children are under the permanent responsibility of parents who have to enforce the rules in force in the Guest House.

Occupation is provided for a fixed term. At the end of this period the customer cannot rely on a right to stay in places, except with the agreement of the owner.





For reasons of hygiene and safety our animal friends are not allowed in the rooms and on the property in general.

If the client comes with an animal, the booking will be cancelled in fact and the full price of the stay will be gained to the owner.

The house is fully non-smoking. Ashtrays are available outdoors.

It is forbidden to drink, to eat or to smoke in the rooms.

Each room features health and private bathroom.

Sanitary maintenance can be performed every day on request.

For stays over 7 days bed sheets (sheet cover/pillow) and towels are changed in the middle of each week.

If necessary, towels can be changed on request.

DETERIORATION OF PLACES, COMPLAINT OF THE NEIGHBORHOOD (...)

Rooms and other places of the house are rented in a perfect state of cleanliness.

The client undertakes to leave room in good condition.

In case of degradation, the customer undertakes to reimburse the costs of reclamation on simple presentation of an invoice by the owner.

The owner reserves the right to put an end to the stay in the event of deterioration of the rooms or complaint of the neighborhood. The full price of the stay will be forfeited to the owner.

ARTICLE 10 - ACCESS TO THE «NATURAL SWIMMING»

To facilitate its cleaning and maintenance, access to the natural bathing is allowed from 11:00 am until 09:00 pm for resident guests only.

The swimming pool (8 m 00 * 4 m 00) is at constant depth of 1 m 60.

For security reasons, access to the swimming pool for children is only possible in the presence of an accompanying parent.

Because of the family nature and destination of the accommodation, the customer agrees to share the pool with other customers or owners.

For maintenance or any other reason, the owner can, simply by informing his customers, close access to the "natural bathing" for the time needed to carry out any work, without the customer having the right to avail himself of redress of possible damage.





ARTICLE 11 - ACCESS TO OUR SAUNA

The sauna remains available from 11:00 (am) to 07:00 (pm), on reservation only.

For maintenance or any other reason, the owner can, simply by informing his customers, close access to the sauna for the time needed to carry out any work, without the customer having the right to avail himself of redress of possible damage.

ARTICLE 12 - CAPACITY

If the number of customers exceeds the number provided for in the reservation, the owner is entitled to refuse the additional customers ; this refusal cannot be considered as a cancellation, so that the total price of the stay remains fully due.

ARTICLE 13 - TABLE D'HÔTE

Breakfasts are served from 8:30 am until 9:30 am.

To book the dinner at our "Table d'Hôtes" served from 7:00 pm, thank you for booking in advance:

- Before your arrival for the 1st evening.
- During the "check in" for the following evenings.

If cancellation of dinner the same day, it will be charged to customer

ARTICLE 14 – CREDIT CARD

Credit card accepted: VISA – MASTERCARD

