

## **General tenancy terms and conditions domaine Les Teuillères SARL (gîtes, Bed & Breakfast, campsite pitches).**

### Reservation and Cancellation

1. Reservation is only possible by Internet or email. We will send you a request of booking deposit once we have received your reservation.
2. The deposit needs to be paid within 7 days after invoice date, by bank transfer on the domaine Les Teuillères SARL bank account.
3. The payment of your deposit will officially confirm you reservation and both parties are binded by a rental agreement.
4. Tenants wishing to subscribe to a cancellation insurance, need to purchase their own policy.
5. In case of cancellation, an invoice can be asked for the benefit of the cancellation insurance.  
The parties agree the following cancellation conditions:  
if canceled up to the 90th day before the arrival day: 35% of the rent.  
cancellation from the 90th day until the 28th day before the arrival: 60% of the rent.  
cancellation from the 28th day until the 7th day before the arrival date: 90% of the rent.  
in case of cancellation from the 7th day or later 100% of the rent.

### Payment

1. The balance need to be paid by bank transfer, 6 weeks before arrival.
2. In case of reservation less than 6 weeks before arrival the total reservation amount needs to be paid by bank transfer.
3. If the balance has not been paid (after a first payment reminder), the reservation will be cancelled. No refund of your deposit.
4. No refund of any booking amount or cleaning fees in case of anticipated departure.

### Liability

1. No gîte rental to persons younger than 21 years. Entrance to the gîte will be forbidden without the presence of adults. The campsite owner has the right to ask for ID and to oblige the tenants to leave the gîte in case of misdemeanour. No refund of any booking amount.
2. Tenants are responsible for eventual damage, even if this damage has been determined after departure.
3. Tenants need to subscribe to a liability insurance. They are responsible for eventual harm and damage.
4. Domaine Les Teuillères SARL declines any responsibility in case of damage on, or robbery of, tenant's personal belongings. In this case, tenants need to report the facts to the campsite owner.
5. Tenants need to report to the campsite owner any deviation of the inventory, the general condition of the accommodation/garden and the accommodation, as described on the website, within 24 hours from arrival.
6. Domaine Les Teuillères SARL declines any responsibility for any damage on tenant's personal belongings during their stay in gîte, B&B, campsite or garden...

## Number of persons

1. It is strictly forbidden to occupy a rental accommodation with more persons than the number of persons as indicated in the rental description and declared during reservation.
2. In case of false declarations, the rental agreement will be dissolved. No refund of any booking amount.

## Cleaning

1. In case of complaints regarding the neatness of the rental accommodation at arrival, campsite owner and tenants will try to find a solution together.
2. No financial compensation in case of complaints.

## Smoking

1. It is strictly forbidden to smoke in the gîtes, B&B and bakery

## Pets

1. Pets are welcome (maximum 2).
2. At departure, tenants need to leave the rental accommodation without any pet hair left.

## Arrival and departure hours

1. Gîtes and B&B: arrival after 4 pm, departure before 10 am
2. Campsite: arrival after 3 pm, departure before 11 am.

## Responsibility and obligations

1. Tenants need to respect the campsite rules and present agreement. In case of non-respect, tenants are responsible for any damage and harm.
2. Tenants need to respect the accommodation, its inventory and the surroundings, including the noise level.
3. Tenants can not refuse the entrance of the campsite owner in case of necessary reparations.
4. Tenants need to clean up and empty the kitchen equipment (oven, dishwasher, ...) before departure.
5. Domaine Les Teuillères SARL declines any responsibility in case of faulty equipments and/or services.
6. Waste sorting (plastic, cans, papers, uncooked fruit and vegetables ...) obligatory (bins on the spot).