

**General terms and conditions**

**Reservations policies:**

To guarantee the reservation, an amount of 30% of the stay will be charged automatically as a deposit to the credit card number provided (except for promotional offers where total prepayment is required).

The balance of the reservation will be requested 30 days prior to your arrival

A deposit bank cheque of 1500 € will be requested at check-in time

(Local tax is at the daily rate of 0.84 € per person to pay at the end of the stay)

Please kindly note check-in time is from 4.00pm to 6.00pm. Do not hesitate to get in touch in case of late arrival

**Cancellation policies:**

Cancellation fees apply as follows (except in case of special promotions with specific terms and conditions)

**For a reservation of one night:**

- 7 days or more before arrival: deposit and balance refunded
- Less than 7 days: the amount of the deposit will be held
- No-show: the amount of the first night will be held

**For a reservation from 2 to 6 nights:**

- 14 days or more before arrival: deposit and balance refunded
- Less than 14 days: the amount of the deposit will be held
- No-show: the total amount of the stay will be held

**For a reservation from 7 nights:**

- 31 days or more before arrival: the amount of the deposit will be held
- Less than 31 days: the total amount of the stay will be held
- No-show: the total amount of the stay will be held

All reservations result in the acceptance of these rental conditions with the main characteristics of accommodation and conditions of sale.

Our prices include: rent, consumption of water, electricity and heating, supply of duvets, pillows and bolsters, communications in France metropolitan fixed-line starting with: 01, 02, 03, 04, 05 and 06 to mobiles in metropolitan France, access to Internet. On line purchases or on television are prohibited; any extra charges will be charged on the deposit check.

Our price does not include: the provision of linen and towels, pillow cases, duvet cover and sheet, cleaning (excluding additional services) and local tax. Local taxes collected on behalf of municipalities, are not included in the price. Those are in the amount of € 0.84 per person over 13 years and are payable at the end of the stay.

In the absence of payment of the total amount of the rental, the owner is entitled to dispose of the premises while keeping the amount paid as a deposit. These conditions are established for a maximum capacity of 8 adults + 2 children. If the number of people exceeds the capacity, the owner may refuse the additional guests. The contract being broken by the customer, the rental price remains the owner.

Pets are not allowed. In case of non-compliance with this clause by the customer, the owner may refuse animals. The customer is responsible for all damages caused by him. We suggest customers to provide an holiday insurance on the day of arrival.

In the case of the owner won't be able to honor its commitments, the owner reserves the right to cancel reservations and fully reimburse the package or the rent paid, excluding any further claims by the client.

Smokers are welcome, but there is no smoking area inside the villa.

In check-in time, the customer will provide a bank cheque in the amount of € 1,500. This will be returned by mail within 15 days maximum, less any damage or missing, and any purchases and internet overruns, videos and phone calls outside the package.

Obligation to occupy the premises personally, to live them (with the diligence of a good householder) and take care of the premises. Any claim relating to the inventory of fixtures and descriptive conditions , may be considered only if it has been previously reported to the owner or his representative within 24 hours from the date of entry into places (with a copy by registered mail to the owner to deliver an opinion on claims).

The customer agrees to take care of children inside or outside of the swimming pool and JACUZZI (spa), including prohibiting them to jump or dive or even run around the pool. It further undertakes to use armbands for children under 6 years (pool and spa) .The children under 16 must be accompanied by at least one adult. The remote control of the swimming pool and keys to access the Jacuzzi are to be held and used only by adults.

Bedding should be used normally; the use of bed linen, sheets, duvet covers and pillow cases are required

Maintenance of rental equipment: in case of needs (equipment failure), the owner reserves the right to repair and fix the equipment during the stay without being entitled to a reduction of rent. No repair work on Sundays and public holidays.

Garbage must be placed in closed bags in brown container available outside (Behind the car park). (garbage are collected on Sunday night after 21 pm and Wednesday at the crossroads of crabasse and of poches molles) .2 other containers will also be available for glass and plastics. (on the Parking of the Rocher).