

*L'Echappée Belle*



CHAMBRES D'HÔTES - VAL DE LOIRE

## **Terms and Conditions of Sale**

### **L'ECHAPPEE BELLE B&B**

#### **1 - Object**

These terms and conditions define the rights and obligations of the parties in connection with the reservation of services offered by L'Echappée Belle. They govern all the steps necessary for the reservation and the follow-up of the reservation between the contracting parties. The customer acknowledges having read and accepted the present general conditions of sale

#### **2 – Booking process**

The reservation is confirmed as soon as the guest make it on the website of Chambres d'Hôtes L'Echappée Belle.

If the booking is made without credit card guarantee, we send you a confirmation e-mail and invite you to settle within a maximum of 8 days, a tranfer of 30% of the total price of your stay. Once received the transfer, the reservation becomes firm.

With the deposit payment, you signify your full agreement with the terms and conditions of sale specified below. Please note that without the payment of the transfer within the given deadline, subject to collection, the reservation will not be confirmed and we therefore reserve the right to re-let the rooms.

#### **3 – Cancelation by the guest**

Any cancellation is possible. It must be immediatly notified to the owner by an e-mail ([contact@lechappeebelledegrignon.fr](mailto:contact@lechappeebelledegrignon.fr)).

We would like to inform you that in case of cancellation before arrival, a fixed compensation will be payable by the customer, as an irreducible and contractual penalty clause. It will be calculated as follows :

- *For cancellation received one week before date of arrival, the deposit will be fully refunded.*
- *If cancellation is submitted less than one week before the arrival date, the all price of the reservation will be due to the Owner.*
- *In the event of an early departure or a no show, the total for the entire booked stay is due to the Owner.*

#### **4 – Cancellation by the owner**

If the Owner is forced to cancel the reservation for any reason before the start of the stay, she must inform the Guest immediately.

Any amounts already paid by the Guest will then be immediately refunded in full.

#### **5 - Payment of the Accommodation Balance**

The accommodation balance must be paid upon arrival. All extra charges will be billed upon your departure.

#### **6 - Arrival**

The Guest must arrive between 5:30 PM and 7:00 PM, the day specified in the booking. In the case of a late or deferred arrival, the Guest must inform the owner beforehand.

#### **7 - Departure**

Departures are accepted up to 11:00 AM, at the latest.

#### **8 - Breakfast**

The breakfast is served between 8:30 AM and 10:00 AM. It can be served earlier if you need and ask.

#### **9- Diner**

Diner is served at 7:30 PM for all our guests. As it is a fresh products menu, we need your reservation 48 hours before.

#### **10 – Lunch Bag**

You can ask for lunch bag for lunch. As it is prepared with fresh products we need your reservation 48 hours before.

#### **11 – Room changes**

The owner can change the room for another one with the same price or a more expensive one. In that case, the price of the reservation is due.

#### **12 - Pets**

The owner has a dog so pets are allowed only after the agreement of the owner.

### **13 – Rules of the House**

To ensure quiet premises and the comfort for all, everyone is required to adhere to a “code of behaviour”. In particular, It is requested not to smoke inside house and the rooms. Ashtray is situated outside.

The booking will be made for a specific number of participants. If the number of Guests exceeds this number, the owner will be entitled to refuse the additional Guests or to apply an extra charge of 30€. This refusal may in no circumstances be considered as a modification or cancelation of the contract by Owners, so that in case of starting of a greater number of Guests than those refused, no refund could be considered.

Guests undertake to leave the rooms in perfect condition at the end of their stay, and to systematically report - and cover the costs of - any damage for which they are responsible.

Guests' attention is drawn to the fact that any minors are the sole and full responsibility of their parents or adults having control over them.

Guests can't have their meal in their room.

### **14 - French Data Protection and Freedom of Information Law**

In accordance with the French Act no. 78-17 dated 6 January 1978 covering information technology, files and civil liberties, you are entitled to access and rectify any data pertaining to you. We undertake not to pass the information you have communicated to us on to any other companies or organisations under any circumstances.