



CHATEAU DE LA CARRIE

La Carrière 53170

La Cropte France

Our French Country Home/Chateau de la Carriere Guesthouse Booking Terms and Conditions

These terms and conditions define the rights and obligations of the parties regarding the booking. The relevant parties are Our French Country Home/Chateau de la Carriere (the Owner) and the person making the booking (the Guest).

All bookings made are subject to the following terms and conditions and person making the booking will be deemed to have accepted these Terms and Conditions on behalf of all persons who will be staying at the property under the booking once any payment is made in relation to the booking.

Bookings

The name of the person on the original booking form remains the sole contact and is responsible for the property booked and all communications.

Once the booking is made the Guest will receive an email that confirms the booking date and total payment required. A deposit of 50% of the total payment is required to secure the booking. Bookings will be held for a maximum of 48 hours pending receipt of payment of the deposit monies. Once the deposit payment is received the Guest will receive an email confirming the booking and receipt of the deposit paid.

Bookings will not be held for more than 48 hours without the deposit having been paid. The balance of payment is required within 30 days prior to arrival. If booking within 30-days full payment is required at time of booking.

A Guest Registration Form must be completed at or before check-in by the person who make the booking. As part of this registration the Guest will be required to show a valid identity document.

Cancellation Policy

Cancellation by the Guest

We understand that plans change but it can also be difficult for us to find replacement bookings at short notice, so our cancellation policy is as follows:

- 100% refund of deposit for guest who cancel their bookings within 7 days of making the booking
- Cancellation more than 60 days prior to arrival – refund of 50% of monies paid
- Cancellation less than 60 days prior to arrival – no refund of any monies paid

Should the Guest choose to leave earlier than the end date of your stay they will still be liable for the full payment.

Cancellation by the Owner

The Owner will be liable to refund the deposit and any other sum already paid.



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Arrival and Departure Times

The guest house is usually available from 4pm on the day of arrival and vacated by 11am on day of departure. Any amendment to these times will need to be requested and agreed to in advance of the Guest arrival. Where possible the Guest should notify the Owner of any late arrival.

Security Deposit

On arrival, a €300.00 (three hundred euro) security deposit will be required. After the departure inspection, this deposit will be refunded provided that no damage has been made. In case of damages, the deposit will be refunded, minus the cost of repairs. If the deposit is revealed to be insufficient to cover for the damages made, the Guest is liable to cover the full cost of the repairs.

An inspection of the guesthouse and an inventory of the equipment and furniture will be made at the beginning and at the end of the stay, by both the Guest and the Owner. This inventory provides the sole reference in the event of any dispute regarding the guesthouse condition. The cleanliness of the guesthouse will also be stated in the arrival inspection. It is up to the Guest to keep the Guesthouse clear during the stay and before departure the house must be clean ie general cleaning, dishes clean and rubbish in the bins provided. If the guesthouse is not left clean upon departure extra cleaning fees may be charge

Insurance

The Guest is responsible for any damage that may occur during their stay. The Owner recommends the Guest ensures they have travel insurance that includes cover for damage to holiday accommodation.

Use of the Premises

The Guest is required to respect the peaceful spirit of the location and make appropriate use of it. Please respect the privacy of our local community and neighbours. If the Guests behaviour or noise level is unreasonable, a warning will be given and ignoring this will result in the cancellation of the booking without refund.

Any unlawful behaviour, unethical behaviour, or behaviour inconsistent with the Guesthouse's Terms and Conditions will lead to the Guest being asked to leave without any refund.

Accommodation Terms of Use

Although smoking is not permitted within the Chateau and guesthouse, guests who smoke are permitted to do so outside in designated areas.

The Guest may also be liable for loss of the Owners income from any future bookings affected by their actions.

Excess Rubbish Removal fees may apply is the amount of rubbish left at the property is deemed over and above what would be reasonably expected for the length of stay and number of guests.

The Guesthouse is rented for a specific number of guests and has a maximum capacity of 6 people (not including children under 5 years of age). Any extension of this number must be agreed in advance and failure to do so may



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result in the additional guests being refused entry.

The Guesthouse is offered on the basis of private residential temporary or holiday accommodation.

The Guest rents the Guesthouse for a specified period and have no right to extend their stay on the premise past the agreed departure date.

Events, functions, parties or gatherings are not permitted at the Guesthouse unless agreed to in writing in advance by the Owner.

A minimum key replacement fee of €50 will apply if property keys are not returned on departure. Additional locksmith fees may also apply if locks required replacement due to loss of keys.

WiFi is provided complimentary for Guest use. Whilst every endeavour will be made to ensure WiFi is working as intended, we cannot guarantee an available connection due to network or satellite issues beyond our control. Particularly in rural areas, outages do occur and whilst we will do everything we can to try to have the connection restored, this will not always be possible. Compensation will not be considered in these circumstances as WiFi is provided on a complimentary basis.

At times there may be renovation works occurring to the buildings or grounds and the Guest should exercise caution around any work area and the chateau grounds.

We are not responsible for any loss or damage that occurs to your belongings. Safes are provided that can be used to store valuables.

The Guest may take photos and video of the Chateau, including inside the Chateau and its grounds, for personal use only. Personal use includes uploading the photographs and video onto personal social media sites ie Facebook, Instagram etc .

The Guest however is not permitted to sell, license or use the photographs or video for any other purpose or make, or enable others to make any financial or material gains from the photographs or video.

Chateau De La Carriere is not currently accessible for people with disabilities and does not have wheelchair access. For accommodation in France which provides Accessible / Disabled access please visit: <https://www.jaccede.com>

Data Protection

During the booking and rental process, Our French Country Home/Chateau de la Carriere collects some information about you : names, address, contact details, dates and details about your stay. We use this information for billing, organising and following you up about your stay, and we keep this data for a year, starting on the day you leave the chateau. We do not sell or share this information with any third parties. You can access your personal data and ask that it be deleted. You are also entitled to modify your data or ask for its usage to be limited. (refer www.cnil.fr/en for further information on your rights).

To exercise your rights or for any questions regarding how we may use your personal data please email suzie@ourfrenchcountryhome.com or by postal mail Chateau de la Carriere 53170 La Cropte France. Should you have any concerns or complaints re our handling of your date you can also send a complaint to CNIL.