

Maison d'hôtes en Beaujolais

General Terms and Conditions of Sales Reservation in Bed & Breakfast accommodation

Article 1 - These conditions of sales are intended to exclusively regulate the reservation of stays in Bed and Breakfast accommodations. They can be modified at any time and without notice.

Article 2 - Guests will receive the best hospitality. The host commits to personally welcome them on his best behaviour and facilitate their stay. Special care will be taken regarding the room cleaning, ventilation and disinfection.

Article 3 - Duration of stay : The guest reserving an accommodation for a specified duration will not be able, under any circumstances, to invoke any right to remain in the premises.

Article 4 - The reservation becomes effective when the guest has sent to the host a confirmation e-mail or letter with his agreement and a deposit of 50% of the total price of the stay and. Payment of the deposit by the guest implies his agreement of the general terms of sale. Prices are inclusive of all charges (except tourist tax) according to the description given in the e-mail.

Article 5 - No right of withdrawal: For bookings made by e-mail, letter, telephone or Internet, the renter does not have the right of withdrawal, pursuant to article L121-21-8 of the Consumer Code relating in particular to accommodation services provided at a given date or according to a given frequency.

Article 6 - Cancellation by the guest: Any cancellation has to be made by mail or e-mail to the host.

- 1) Cancellation before the stay:
 - a) if the cancellation is made more than 30 days before the arrival day, the deposit is entirely refunded.
 - b) if the cancellation is made between the 29th day and the 3rd day before the arrival day, the deposit is kept by the host, unless the accommodation is rented again at the same dates. A re-scheduling of the stay may also be proposed.
 - c) if the cancellation is made more than 72 hours before the beginning of the stay, the deposit is kept by the host.
 - d) If the guest does not arrive before 7:00 p.m. on the first day of the stay, the present reservation becomes void, and the host may dispose of his rooms. The deposit is kept by the host, who reserves the right to claim the balance of the full price of the stay.
- 2) If the stay is shorten or interrupted, the full price corresponding to the initial stay is kept by the host.

Article 7 - Cancellation by the host: If the host cancels the stay before its beginning, he must inform the guest by e-mail or letter. The deposit will be immediately refunded to the guest.

Article 8 - Arrival: The guest must arrive on the date and range of time specified in the booking confirmation. In the event of a late or postponed arrival, he must notify the host in advance.

Article 9 - Payment of balance: The balance is to be paid to the host upon arrival. Additional food, beverages and services not included in the reservation must be paid to the host at the end of the stay.

Article 10 - Tourist tax: The tourist tax is a local tax which the guest has to pay to the host, who then turns it over to the tax office.

Article 11 - Use of premises: The guest must respect the peaceful nature of the premises and make use of them in accordance with their destination. The guest undertakes to return the rooms in good condition.

Article 12 - Capacity: The present reservation is established for a specific number of people. If the number of guests exceeds this number, the host may refuse the additional guests. In any case this refusal may be considered as a modification or cancellation of the reservation at the host's initiative, so that if more guests leave than were refused, no refund will be given.

Article 13 - Pets: Only dogs (except dangerous reputed dogs of categories 1 and 2) are allowed, they must be kept in leash. Extra-fees will be applied and specified at the reservation. To ensure the security and confort of all, only one dog will be accepted per stay, all rooms combined. If case of non-respect of this clause, the host may refuse to accept the pets. In any case this refusal may be considered as a modification or cancellation of the reservation at the host's initiative, so that if the guest leaves, no refund will be given.

Article 14 - Data Protection Act : In accordance with French Law No. 78-17 of January 6, 1978 relating to computers, files and freedoms and EU-Regulation 2016/679 (General Data Protection Regulation), the customer has the right to access and rectify data concerning him. The owner undertakes not to transmit under any circumstances the information that the customer has communicated to other companies or organizations for advertising purposes. More information on : <https://www.bedandbreakfast-beaujolais.com/politique-de-confidentialite/>