

(CANCELLATION) TERMS AND CONDITIONS of Domaine des Agnelles

By booking with Domaine des Agnelles, you confirm that you agree to the following (cancellation) conditions.

1. reservation

Reservations can be made by telephone, via the website or in writing. The reservation is only final when 25% of the total rental price has been received within 10 days of the reservation date. This deposit is non-refundable. The balance of the rental price must be received 6 weeks before the start of the rental period. If the booking is made within 6 weeks of the arrival date, the entire rental amount must be paid at once.

Payments are non-refundable subject to the conditions below.

2. cancellation

Cancellation by the tenant

It is regrettable that the planned trip to France cannot take place due to unexpected circumstances. We strongly recommend that you take out good travel cancellation or travel insurance. This will help you avoid unexpected costs if it is already annoying enough that your stay with us cannot take place. Cancellations of bookings must be made by email. Domaine des Agnelles will send a confirmation upon receipt of the cancellation. In the event of cancellation by the tenant within 6 weeks before the start of the rental period, the full rental price is due.

If you decide to shorten your stay after your arrival or in the week before your arrival, we will charge you for the entire duration of the booked stay.

Cancellation by the landlord

If the landlord is forced to cancel the tenancy due to circumstances or force majeure, he will inform the tenant immediately. The landlord will refund the amount already paid. The tenant has no other right than to reclaim the amount paid by him.

3. damage, loss, improper use

Guests must behave correctly and use the accommodation in accordance with the instructions for appropriate use (given by the owner). The main guest is legally responsible for any damage caused by him or his fellow travellers to the accommodation and all items associated with or contained therein.

Complaints about the inventory and/or existing damage will be accepted up to two hours after arrival. Complaints can be reported by e-mail or verbally and must be confirmed in writing by

both parties within 24 hours of the report, together with documentation of the complaint or damage in the form of photos or videos. Any damage (damage, loss, disappearance and/or theft) that occurs during the stay must be reported immediately to the owner by the guest.

Upon final cleaning, the accommodation will be inspected and in the event of damage, loss, disappearance and/or theft, we will inform the main tenant immediately. The cost of repairs and/or replacements must be paid by the guest to the owner immediately upon first request. If the keys to the Domaine des Agnelles are lost or not returned, all resulting costs will be charged to the main customer. If the keys are not returned on departure, the main customer undertakes to send the keys to Domaine des Agnelles by registered post within two working days.

4. liability

Tenant

The main tenant is liable for damage caused by him or his flatmates, even if it is only discovered after his departure.

The tenant must be insured for damage caused to third parties, e.g. through liability insurance. The main tenant is responsible for his/her flatmates at all times.

Landlord

The owner is not liable for loss, theft, damage or injury of any kind caused to the tenants of our accommodation, flatmates, visitors and/or the movable property of the aforementioned persons.

The owner is not liable for damage caused by forces of nature, natural disasters, nuclear disasters, terrorist attacks, strikes and acts of violence.

Our website has been created with the greatest possible care. Guests cannot derive any rights from the texts on the website or the written communication.

The owners reserve the right to exclude guests from the Domaine des Agnelles if they violate the general terms and conditions and/or the house rules or behave inappropriately, with immediate effect, stating the reasons and without refunding the accommodation costs.

6. rules of procedure

House rules

A copy of the house rules will be handed out by the owners on arrival. The house rules can also be consulted at the Domaine des Agnelles.

Neighbours

It is the tenant's responsibility to ensure that they do not cause nuisance to their neighbours. After 10 pm, we ask you to respect the sleep of other guests and neighbours.

The furniture

The furniture in our accommodation and the fixed furniture in the courtyard may not be moved.

Fire

Open fires are prohibited in the south of France from May to September. It is forbidden to make a fire in the garden in any form.

Parties

It is not permitted to use our accommodation for parties and/or drinking parties. In case of offence, the rental period will be interrupted without the tenant having the right to reclaim the balance of the rent.

Smoking

Smoking is not permitted in the rooms, in the communal areas or in the accommodation. Smoking outside is permitted. Smoking also includes vaping.

Pets are not allowed

Pets are not welcome at the Domaine des Agnelles.

Arrival and departure

The arrival time is after 16:00 and the departure time is at least 10:00.

Final cleaning

Our flats and rooms are cleaned on the day of departure. However, tenants must leave the flat or room in a clean condition. For the flats this means that the rubbish must be collected and disposed of, the crockery put away in the cupboard and the flat left clean with a broom.