

Bed & breakfast sales conditions



Article 1 - Subject

This contract is designed for the exclusive use of booking nights or longer stays in this guest house La Demeure du Grand Moulin. The owners are personally committed to helping their guests, from the beginning to the end of their stay, in terms of welcoming, meals, comfort and touristic information for the discovery of the region or any useful local knowledge.

Article 2 - Duration

The duration of the stay is stipulated on the present contract. The guests cannot, under any circumstances, stay longer, unless pre-arranged with the owners.

Article 3 - Conclusion of the contract

The reservation becomes effective from the moment the owners receive a signed copy of the contract, before the expiry date indicated on it, together with a deposit of 25% of the total price of the stay. A copy of the contract is to be kept by the guest. The owners will acknowledge receipt of the contract. Prices include all costs except visitor's tax to be calculated on the invoice.

Article 4 - Cancellation by guests

All cancellations must be notified as soon as possible by letter, fax or email to the owners who will acknowledge receipt.

If the cancellation intervenes more than 24 hours before the beginning of the stay, the owners keep the deposit.

If the cancellation intervenes less than 24 hours before the beginning of the stay, the owners keep the deposit and reserve the right to claim the remaining balance of the stay (except evening meals).

If the guests do not appear, call or email before 7 p.m. on day of arrival, the present contract becomes null and void and the owners may book the room(s) to other guest(s). The owners keep the deposit and reserve the right to ask for the remaining balance of the stay and the possible evening meals booked for day of arrival.

If the guests shorten the stay, the total price of the stay is due to the owners. Additional unused services paid on arrival will be refunded.

Article 5 - Cancellation by the owners

If the owners are compelled to cancel the booking more than 24 hours before the beginning of the stay, they must inform the guests, as soon as they know it, by email, fax or letter, refunding the deposit. The guests will then acknowledge receipt.

If the cancellation intervenes less than 24 hours before the beginning of the stay, or during the stay, the guests will be refunded from the deposit and they reserve the right to claim a penalty equal to the balance of the stay (except evening meals).

The owners will do their best to propose one or more B&Bs or hotels with vacancies on same dates.

Article 6 - Arrival

The guests must present themselves on the day and time mentioned on the present contract. If they are delayed or in advance, they have to warn the owners to secure the booking or to make sure the latter will be home and ready to welcome them.

Article 7 - Payment of the balance

The balance of the stay must be paid to the owners on arrival.

Article 8 - Visitor's tax

Visitor's tax is a local tax that the guests must pay to the owners, who then pay it to the local tax office. This tax helps in the local touristic development. Its amount varies according to the classification of the accommodation. People aged over 18 have to pay the tax.

Article 9 - Use of the facilities

The guests have to respect the quietness of the house and surroundings shared with the owners and with other guests. They accept any rules of use made by the owners and agree to leave all accessible rooms in same condition than on arrival.

Article 10 - Capacity

The present contract is established for a specific number of guests. Extra guests can be refused by the owners. Such a refusal cannot be considered as a modification or a cancellation of the contract initiated by the owners. Also, if more persons than those refused choose to leave, no refund will be possible.

Article 11 - Animals

The present contract states that no pets are admitted except small ones under certain conditions. Nevertheless, if the guests appear with a pet, the owners are allowed to cancel the reservation without prejudice and to claim for the balance of the stay. Anyway, if the animal stays in the guests' car parked out of the property, the reservation can be maintained.

Article 12 - Litigations

Any complaints about the condition of the accommodation should be made immediately to the owners who will do their best to solve the problem or find an amicable solution. In case of any ongoing disagreement, litigation can be submitted to the Office de Tourisme Jonzac who will endeavour to find a satisfactory solution. These arrangements do not prejudge any possible judicial actions instituted by the guests or the owners.

At _____, on _____

Customers' signature plus handwritten « read and approved »