

General terms and conditions for renting holiday home la Fleur Sauvage

When you book our holiday home, you agree to the rental conditions below.

BOOKING/RESERVATION

1. You can book via internet or possibly by phone. These ways of booking are binding. With the establishment of a booking order, the general terms and conditions become effective.
2. Each booking is confirmed by the owner by means of a booking confirmation e-mail.
3. Within 7 days after receipt of this booking confirmation, a deposit of 25% of the rent must be paid. The remainder of the rent + deposit must be paid no later than 2 weeks before the start of the rental period. When booking within 2 weeks before the start of the rental period, you must pay the total rent + deposit.
4. In the event of late payment of the deposit and/or balance of the rent, the owner is entitled to cancel the booked period for the rental of the holiday home. The deposit (or the down payment) will always be refunded in full in case of cancellation.

CANCELLATION

We have a simple policy also concerning Corona for cancelling your booking:

Bookings cancelled at least 30 days before the start of the stay will be fully refunded.

Bookings cancelled 29 days or less before the start of the stay will not be refunded.

We recommend that you take out travel/cancellation insurance.

If circumstances force the owner to cancel the already rented holiday home, this will be immediately notified to the tenant and the owner will immediately refund the amount already paid.

LIABILITY

1. The rented holiday home must be occupied by the tenant, his fellow tenants or his visitors with due care and diligence, taking into account the tranquillity of the surroundings.
2. The main tenant is liable for damage caused by him/her, by fellow tenants, by any visitors, even if these are found after his/her departure. If damage is found after departure of the main tenant, he or she will have to abide by the decision of the owner.
3. The house regulations present and/or provided with the holiday home are an integral part of the rental agreement and must therefore be strictly observed.
4. Smoking: It is totally forbidden to smoke in the house. Smoke detectors are installed. Fire extinguishers are provided in the house.
5. Liability insurance ; The tenant is requested to be insured for damage to third parties such as a liability insurance (family insurance).
6. The tenant is advised to take out civil liability insurance in the event of a fire in the holiday home in question. Please check this with your insurance agent.
7. Owner's liability: The owner is not liable for possible loss, theft, damage or injury of any kind caused to tenants of the holiday home, the provided games, pond, swimming pool or gardens.
8. The prices and costs mentioned on the booking confirmation are applicable.
9. The owner shall not be liable for damage resulting from natural or nuclear disasters, attacks, strikes, acts of violence and contact with an aircraft or parts of an aircraft.
10. It could happen that work is carried out near your holiday home. We think for example of road works or agricultural activities. We are not responsible for any odour or noise nuisance.
11. The owner is not always on site. In the confirmation email of your booking you will receive the phone number of the owner and/or the possible

caretaker. If necessary, you can always call one of these numbers.

12. French law shall apply to all booking agreements and subsequent agreements. All disputes relating to this agreement will be settled by the competent court in France.

MAXIMUM NUMBER OF PERSONS

1. In the house description on the website, the owner states the maximum number of people that may stay in the holiday home. This number (including any sleeping guests) in this case 4 (after consultation possibly 5 persons), can in no case be exceeded. If this number is exceeded, the rental agreement will be legally considered dissolved and access to the holiday home will be refused without any claim to a refund of the rent.
2. A child under the age of one shall not be counted as a full person but must be mentioned in advance.
3. If the maximum number of persons is exceeded, one is no longer in order with regard to the fire safety regulations and the fire insurance.
4. If, without the knowledge of the landlord, extra persons (> 4) come to stay in the holiday home, there will immediately be a claim of 25% of the rent per extra person, which will be deducted from the deposit.

END OF STAY - FINAL CLEANING

1. End of stay : The rented holiday home must always be left neat and tidy at the end of your stay. This means: tidying up the house: putting everything back in its place, emptying bins, cleaning up the sink, putting the clean dishes in the cupboard and leaving the holiday home neat and tidy.
2. Final cleaning costs: standard €50 will be charged, if you (only after consultation) also have a dog during your stay, extra €10 will be charged. The cleaning costs are paid to the caretaker on the spot.
3. If the house (and/or garden) is in such a state that the cleaning hours are not met, then the owner has the right to charge extra cleaning hours for €25/hr.
4. Abandoned house : Please close the windows and doors on departure.

5. Replace the keys in the key safe and set the number combination to any position. This is only necessary if the caretaker is not present when you leave the house.

LINNEN

When using the house, the beds are always made and ready to sleep. At the end of the rental period you may open the beds and leave the sheets. We ask you not to wash the sheets yourself. They go to the laundry to use them again in immaculate condition.

Leave the towels in the laundry baskets, in the bathrooms.

ARRIVAL AND DEPARTURE

1. Please strictly respect the arrival and departure times. We, like you perhaps, find it pleasant to arrive and stay in a neat holiday home. Therefore, there should be enough time for a good cleaning between the departure of previous guests and the arrival of new guests.
2. If your arrival time is different from 15:00 we ask you to notify us by phone in good time.
3. Arrival time: the holiday house is at your disposal from 15:00, the day of arrival.
4. Departure time: every day until 10:00.
5. Departure and arrival times are always mentioned on the booking confirmation.

SECURITY DEPOSIT

1. Our holiday home has valuables and the deposit serves to reimburse any accidents or damage.
2. Complaints relating to the accommodation and existing damage will be accepted up to 4 hours after your arrival. These must be reported to the owner or the manager on site.
3. The inspection of the holiday home is done during cleaning. It is therefore during cleaning that one can detect damage, loss or breakage.

4. When everything has been left in good order and no damage or breakage has been detected, your deposit will be returned by bank transfer at the latest one week after your stay. If the damage exceeds the amount of the deposit, the tenant is obliged to make an additional payment within one week after notification.
5. A conflict over the possible damage is a conflict between the owner and the tenant. The owner decides about the deposit.
6. It is advisable to spontaneously report accidents to the owner.
7. If something breaks, it is advisable to keep the broken pieces aside for the owner or the local person in charge. This way the owner or the local person in charge can determine which broken piece is involved and avoids discussions and misunderstandings. In the event of an accident or dispute, it is advisable to communicate with the local person responsible and/or the owner. In this way things can be clarified and a solution can be found that both parties can accept..

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