

Domaine de Chantageasse

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No. SIRET 502368624 00016 RCS Saintes - Code APE 5520Z - No. TVA intracommunautaire FR06502368624

General Rental Conditions

Reservations

Reservations can be made by phone, e-mail or internet. You will receive a confirmation and invoice by e-mail.

Rental cost

The invoice shall state the total rental cost agreed upon at time of reservation. If Domaine de Chantageasse (hereafter "we"/"us") decides to increase or decrease any rental prices after receipt of the deposit, these price differences will not apply to your reservation. In this case we will not charge price increases or give refunds but will maintain the total rental cost as agreed.

Payment

The reservation will be definite when we have received the deposit within 1 week after booking as mentioned on the invoice. Payment of the deposit constitutes acceptance of all our general rental conditions. If the deposit is not paid in time, we reserve the right to cancel the reservation. The balance is due 6 weeks before arrival. When bookings are made within 6 weeks before arrival, the entire amount must be paid within 1 week after booking. You can pay by bank transfer, payment card (+1,75% commission) or in cash.

Damage deposit

There's a damage deposit of € 50 per room, € 100 per cottage and € 200 for La Pie. This can be paid with a payment card; no commission is charged. The deposit will be used for any damages caused by your party during your stay. Domaine de Chantageasse will refund the deposit within a week after inspection of the accommodation, on the payment card used.

Dogs

Dogs are not allowed.

Your stay

On the invoice is mentioned with how many people you will be staying. This number may not be exceeded without our knowledge. If you want to book additional guests or additional people want to make use of our facilities for the day, you must arrange this with us before arrival. There's a supplement of € 5 for day guests.

During your stay you are responsible for the normal use and usual purpose of property, furniture and equipment. During the period of your stay, you are required to maintain the rented space and equipment and to protect them against damage: vandalism, theft, overload, bad weather, wind, rain, snow ...

It is not allowed to smoke inside.

Outdoor facilities

During your stay you are responsible for the normal use of toys / play equipment / swimming pool by all persons staying with you. The outdoor facilities incl. the swimming pool are shared areas and are to be left tidy at all times out of respect for all guests; please clean up toys after playing, bring food / waste / belongings and clean up after been in in the pool area, bring crockery / belongings back to the accommodation, deposit cigarette butts in an ashtray.

Take other guests into account when parking.

End of stay cleaning

Upon departure you're expected to leave the accommodation tidy and "broom clean". This means, all foods removed from kitchen and refrigerator, dishes and cutlery clean in the cabinets and trash and glass in the designated bins. The whole subsequent cleaning of the accommodation is provided by Domaine de Chantageasse. When the accommodation needs more than the usual cleaning, the applicable compensation will be deducted from the deposit.

Force majeure and cancellation by Domaine de Chantageasse

There is force majeure when an event outside our control which could not reasonably be foreseen when the contract was concluded and whose consequences cannot be avoided by appropriate measures prevents the fulfillment of our obligation. Considered force majeure, but not limited to: Strikes, fires, work interruptions, machine failures, shortage of raw materials, failure of suppliers, stagnation of deliveries, transport difficulties.

If the impediment is temporary, we will suspend the agreement unless the resulting delay justifies the termination of the agreement. If the impediment is final, the agreement will automatically terminate and both parties will be relieved of their obligations and the funds already paid will be refunded.

Cancellation by the renter

You reserve the right to dissolve the agreement at any time with due observance of these cancellation conditions:

- cancellation up to 6 weeks of arrival: 50% of the total rent
- cancellation up to 4 weeks of arrival: 75% of the total rent
- cancellation within 4 weeks of arrival: 100% of the total rent

We will refund more if not all of the total rent if re-rental of the accommodation is achieved minus a € 30 administration fee.

We refer you to your own travel and / or cancellation insurance.

Cancellation due to Coronavirus

We adapt our policy to the current guidelines for travel from the French and English governments.

You can find the guidelines on the relevant websites.

Only in the event of a travel ban to France due to corona virus, issued before your departure and applicable during your booked dates, we will cancel your stay free of charge and we will refund the money already paid.

If you yourself cancel or cut short your booked stay because you are unable or unwilling to travel to or within France due to the corona virus, our general cancellation conditions apply.

We will refund more if not all of the total rent if re-rental of the accommodation is achieved minus a € 30 administration fee.

We refer you to your own travel and / or cancellation insurance.

Domaine de Chantageasse advises renter to arrange a cancellation and/or travel insurance.

Under French law, you are responsible for loss or theft liberate to the property or its contents during your stay. Therefore Domaine de Chantageasse cannot be held liable for any loss, theft, accident, damage or injury caused to or by (co)tenants while staying on the property of Domaine de Chantageasse.