



Welcome! Booking Conditions for "la Vallée des Mille Fleurs" and "Vacances dans la Vallée"

We do everything possible to make your stay as pleasant as possible. To avoid misunderstandings, we have set out our booking conditions and house rules below. By making a reservation, you agree to these terms.

1. Reservation & Agreement

- A reservation is final once we have received the signed rental contract along with the (down)payment.
- The primary booker must be at least 23 years old and is responsible for all fellow guests.
- The booking is personal and non-transferable.

2. Payment

- You can pay in the following ways: by transfer to our ING bank or to the French Crédit Agricole.
- The rental price consists of the rental sum. The deposit and any extra costs (such as tourist tax, electricity used, and any costs for cleaning, pets, and towel or linen sets) can be settled upon arrival.
- **Down-payment:** 25% of the rental sum to be transferred within 7 days of reservation.
- **Remaining payment:** at the latest 1 month before arrival.
- For last-minute bookings, we ask that the full amount be paid immediately.
- If payment is not received on time, we reserve the right to cancel the reservation.

3. Deposit

- For the stay, we ask for a deposit of €200, to be paid upon arrival.
- You will receive the deposit back upon departure, provided:
 - The house is left tidy.
 - There is no damage or extra cleaning costs.
- Any costs will be settled with the deposit (with an explanation, of course).

4. Changing your booking

Do you want to change your booking? You can discuss the possibilities for changing a booking with us. In some cases, extra costs are involved, for example, if your booking dates fall in a different rate period.

5. Cancellation

Should you still have to cancel, the following guidelines apply:

- **Up to 1 month before arrival:** no extra costs will be charged; the down-payment will not be refunded.
- **From 30–14 days before arrival:** 50% of the rent is due; you will receive the other half back.
- **Within 14 days before arrival:** the payment of 100% of the rent remains valid.
- In the event of a no-show, the full amount will be charged.

We recommend taking out cancellation insurance for extra security.

6. Cancellation by us

In very exceptional cases (e.g., total force majeure or unforeseen circumstances), it may happen that we have to cancel a booking. In that case:

- You will receive the full amount paid back.
- We will gladly think along with you about a suitable alternative.

7. Arrival & Departure

- **Check-in:** from 16:00 (4:00 PM).
- **Check-out:** at the latest 10:00 AM.
- Other times are possible in consultation.

8. Use of the house

- The maximum number of 4 guests may not be exceeded.
- If you still want to receive extra visitors, we can discuss this together.
- Subletting is not allowed.

9. Liability

Upon arrival and departure, a joint inspection of the condition of the house will take place. If an inspection upon arrival is not possible, we ask you to report damage within 24 hours and we will try to solve the problems as soon as possible.

- Staying in and around the house is at your own risk.
- We are not liable for loss, damage, or injury during the stay.
- Damage caused by you or your fellow guests must be reported and compensated.
- You are required to be insured against risks such as fire and water damage via the "holiday let" clause (villégiature) in your liability insurance.

10. Questions or complaints

- Do you have a question during your stay or is something not to your liking? Let us know immediately, and we will be happy to solve it together.

- Legally, defects in the house or the inventory must be reported in France within 72 hours of arrival.
- Unfortunately, complaints after departure can no longer be processed.

11. Applicable Law

- French law applies to these conditions as the house is located in France.
- In the event of disputes, only the court in the jurisdiction of the accommodation has authority.
- We keep your details strictly secret and will never distribute them.



12. House Rules – Together we ensure a pleasant stay

Our house rules are there to keep the stay pleasant for everyone; for you, for us, and for everyone.

12.1. General

- Maximum number of guests: 4
- Extra "day visitors" are welcome, but please in consultation.

12.2. Smoking

- Smoking is only allowed outside and absolutely not indoors.
- For smoking indoors, extra cleaning costs can be applied.

12.3. Pets

- A maximum of 2 pets are very welcome. Bringing more animals is possible only after consultation and permission.
- Pets are not allowed on beds or furniture.
- Ensure that pets do not cause damage either indoors or outdoors.
- Please keep the garden clean of droppings.
- If your pet could be aggressive towards people or other animals, please keep it on a leash.

12.4. Inventory & House

- Handle the house and inventory with care.
- If something breaks, let us know – accidents happen.

12.5. Cleaning upon departure

You can choose between 2 options:

1. Clean the house thoroughly yourself.
2. Book the end-of-stay cleaning with us (€35 for la Vallée / €45 for la Terre).

Whichever option you choose, we ask you to leave the house tidy:

- Dishes done and put away,
- Waste removed,
- Fridge empty,
- House broom-clean.

Extra cleaning work can be settled with the deposit.



12.6. Waste & Sustainability

- Please separate waste according to local rules.
- We appreciate it if you use water and energy consciously.

12.7. Safety

- Never leave candles or open fires unattended.
- Please leave smoke detectors and fire extinguishers as they are.

12.8. Parking

- Placing tents or caravans is prohibited, unless in agreement with us.

12.9. Upon departure

- We will return the deposit, settle accounts, and wish you a good journey at your preferred time.
- Please report any damage or special details.

12.10. Possible additional costs

Description	Price
Electricity (mandatory)	€0.27 per kWh
Tourist tax (mandatory, 18+)	€1.16 per day
End-of-stay cleaning (optional)	la Vallée: €35 / la Terre: €45
Linen (optional)	Double bed: €16 / Single bd: €8
Towel set (optional)	€6 per person
Firewood (optional for la Terre)	€50 per m3 (pro rata)
Pets	€1.50 per animal per day



Thank you for respecting these agreements. We wish you a wonderful and relaxing stay!