

GENERAL TERMS AND CONDITIONS

When you book the vacation home “Anémone sauvage”, you agree with the following rental conditions.

Reservation

You can book online or by phone. Both ways are binding. When a booking order is recorded, the general terms and conditions take effect.

Each booking order is confirmed by the owner through a booking confirmation email.

Within 14 days after receipt of the booking confirmation, a deposit of 50% of the rental fee must be paid. The balance + the deposit must be paid no later than 4 weeks before the start of the rental period. For bookings within 4 weeks before the start of the rental period, the total rent + deposit must be paid.

Any reservation is final only upon payment of the deposit.

If the balance along with the deposit are not paid on time, the reservation period will be released again and the booking will be cancelled. As a result, the deposit is not refunded but acquired to compensate for loss of income and missed reservation.

Cancellation Policy

A simple cancellation policy is used

Reservations cancelled at least 45 days before the arrival date will be refunded in full.

Reservations cancelled 44 days or less before the arrival date will not be refunded.

If you wish to stay for a shorter period, there is no partial refund of the rental fee.

This policy also applies to COVID related cancellations.

If circumstances cause the owner to be forced to cancel the rented vacation rental, the renter will be notified immediately. The owner will immediately refund the amount already paid.

It is advisable to take out cancellation insurance in good time. The intervention of such an insurance has no influence on our cancellation policy.

Liability

The rented vacation home must be occupied by the tenant, his cotenant or visitors with the required care and diligence. This also with due regard for the tranquility of the surroundings.

The tenant is liable for any damage caused by him/her, fellow tenants and/or visitors. Also when these are found after his/her departure. If damage is found after the tenant's departure, the tenant will have to abide by the owner's ruling.

House rules present at the vacation home are an integral part of the rental agreement and must therefore be strictly observed.

Smoking is prohibited in the vacation home. Smoke detectors are present and a fire extinguisher is provided in the kitchen. Pets are not allowed.

The tenant is required to insure his liability for damage to the rented vacation home and his liability to third parties. Any exemption in this insurance or any uninsured damage will be borne by the tenant and will be recovered.

The owner is not liable for possible loss, damage or injury of any kind caused to tenants of the vacation home, its furnishings or garden.

The prices and fees stated on the booking confirmation apply.

The owner is not liable for damage caused by natural disasters, nuclear disasters, attacks, strikes, acts of violence and coming into contact with an aircraft or its parts.

It could be that there is work going on near the vacation home. We are thinking for example of road works or agricultural activities. We are not responsible for any odor or noise nuisance.

The owner is not always on site. You will receive the phone number of the owner and/or any janitor in the confirmation email of your booking. If necessary you can call these numbers.

All booking agreements and subsequent arrangements are governed by French law. All disputes relating to this agreement, will be settled by the competent court in France.

Maximum number of persons

The maximum number of persons allowed to stay in the vacation home is two. If this number exceeded, the rental agreement shall be considered terminated by operation of law and access to the vacation home shall be denied without entitlement to a refund of the rent.

A child under 1 year of age is not counted as a full person in this case but must be mentioned in advance.

If the number of persons allowed is exceeded, one is no longer in compliance with the regulation of fire safety and with fire insurance.

End of stay & final cleaning

The rented vacation home must always be left tidy at the end of your stay. This includes:

- Tidy up the house
- Putting everything back in place
- Emptying and disposing of garbage cans, including glass
- In the kitchen, tidy up the countertop and put the clean dishes in the cupboard
- Garden cushions & parasol to be stored in the provided space inside.
- Return garden furniture to its original position
- Close windows and doors

The final cleaning is standard 60 euro (including made bed). If the house and/or the garden are in a state where the cleaning hours are not sufficient, then the owner has the right to charge extra cleaning hours and this for 20 euro/hour.

Before departure, the key should be hung in the key box provided and the number combination set to any position.

Arrival & Departure

Please strictly respect the arrival and departure times. We like to offer you a well-cleaned vacation home and for this we need the necessary time between departure of the previous guests and arrival after the new guests.

Arrival time: the vacation home is at your disposal from 16h, the day of arrival.

Departure time: please leave the vacation home by 10 am at the latest.

The arrival and departure times are always stated on the booking confirmation.

Guarantee

The guarantee of 250 Euro serves to compensate for any accidents or damages.

Complaints related to the accommodation and existing damages are accepted up to 4 hours after arrival. These should be reported to the owner by telephone.

The inspection of the house is done at the time of final cleaning. Then damage, loss or breakage can be identified.

If everything was left in good condition and no damage or breakage was noted, the deposit will be transferred by the owner within one week of the stay at the latest.

If there is damage and it exceeds the amount of the deposit, the tenant is obliged to transfer an additional payment within the week following the notification.

A conflict over any damage is a conflict between owner and tenant. The owner decides on the security deposit.

One does well to spontaneously report damage and/or accidents to the owner.

If one breaks something, it is advisable to keep these pieces aside. In this way, the person in charge of maintenance or the owner can immediately determine which pieces are involved and this prevents discussion and misunderstandings. By communicating with each other correctly, a solution that is acceptable to both parties can be reached.

Anémone Sauvage

info@anémonesauvage.be

Chemin du Ruault 8

58370 Larochemillay

France