

TERMS AND CONDITIONS

1. Applicability

- 1.1. These terms and conditions apply to all reservations, agreements, and stays at Maison Fleurs Bleues, located in Salagnac, France.
- 1.2. By making a reservation, the guest acknowledges having read and unconditionally accepted these terms.

2. Reservation and Agreement

- 2.1. A reservation becomes binding once Maison Fleurs Bleues has confirmed it in writing (by email).
- 2.2. The agreement is concluded between the guest and Maison Fleurs Bleues and applies only to the number of persons stated in the booking confirmation.
- 2.3. Maison Fleurs Bleues reserves the right to refuse a reservation without providing reasons.

3. Payment Terms

- 3.1. A deposit of 25% of the total stay is required at the time of booking.
- 3.2. The remaining balance must be paid no later than 6 weeks before arrival, or upon arrival if otherwise agreed.
- 3.3. If the deposit is not received within the specified period, Maison Fleurs Bleues may cancel the reservation.
- 3.4. The tourist tax (*taxe de séjour*), set by the local authorities, is mandatory and charged per person per night. The rate is determined annually by the municipality. It is payable together with the remaining balance.
- 3.5. During the winter months, a fixed surcharge of €15 per night is applied for electricity and heating. This surcharge is automatically added to the total cost of the stay.

4. Cancellation Policy

- 4.1. Cancellations must be submitted in writing.
- 4.2. In case of cancellation by the guest, the following conditions apply:
 - Up to 42 days before arrival: full refund of the deposit.
 - Between 41 and 15 days before arrival: 75% of the total stay is due.
 - Within 14 days before arrival or in case of no-show: 100% of the total stay is due.

- 4.3. No refunds are given in case of early departure.
- 4.4. Guests are strongly advised to take out travel and cancellation insurance.

5. Cancellation by Maison Fleurs Bleues

- 5.1. In the event of force majeure (natural disasters, pandemics, technical failures, fire, government measures), Maison Fleurs Bleues may cancel the reservation.
- 5.2. In such cases, any deposit paid will be fully refunded without further liability.

6. Arrival and Departure

- 6.1. Check-in is possible between 15:00 and 19:00 unless otherwise agreed.
- 6.2. Check-out must take place before 11:00.
- 6.3. Exceeding the check-out time may result in an additional night being charged.

7. Stay and House Rules

- 7.1. Guests must use the accommodation and inventory with care.
- 7.2. It is not permitted to accommodate more persons than stated in the reservation.
- 7.3. Smoking is only permitted outdoors; cigarette butts must be disposed of in an ashtray.
- 7.4. Pets are only allowed if agreed in advance.
- 7.5. Parties, events, or commercial activities are not permitted without prior written consent.
- 7.6. Guests must respect the tranquillity of nature and the surrounding area.

8. Security Deposit and Guest Liability

- 8.1. A security deposit of €250 is required upon arrival. This deposit serves as security for any damage to the accommodation, inventory, or property of Maison Fleurs Bleues.
- 8.2. The guest is fully liable for any damage caused during the stay by themselves or by persons under their responsibility.
- 8.3. Any damage will be deducted from the deposit. If the damage exceeds the deposit amount, the guest must pay the remaining balance upon request.
- 8.4. The deposit is refunded after inspection of the property before departure, provided no damage is found.

9. Liability of Maison Fleurs Bleues

9.1. Maison Fleurs Bleues is not liable for loss, theft, or damage to guests' personal belongings.

9.2. Use of facilities such as the pool, garden, paths, and stairs is entirely at the guest's own risk.

9.3. Maison Fleurs Bleues is not liable for interruptions in utilities or inconveniences caused by third parties.

10. Privacy and Legal Registration

10.1. Maison Fleurs Bleues processes personal data solely for reservation purposes and to comply with legal obligations, including the French traveller registration requirement.

10.2. Data is not shared with third parties unless legally required.

11. Complaints and Disputes

11.1. Any complaints must be reported during the stay so that Maison Fleurs Bleues can address them.

11.2. If a dispute cannot be resolved amicably, French law exclusively applies.

11.3. Disputes will be submitted to the competent court in the district where Maison Fleurs Bleues is located.

12. Final Provisions

12.1. Maison Fleurs Bleues reserves the right to amend these terms and conditions.

12.2. For existing reservations, the terms confirmed at the time of booking apply.