

## **General terms and conditions of sale:**

### **Terms and conditions of booking:**

Any reservation request must be confirmed by e-mail, the reservation will be validated by us only after our response by e-mail and taken into account definitively only upon receipt of a check or online payment of the amount of the deposit.

### **Cancellation of reservation by guests:**

Any cancellation must be notified by letter or email addressed to the owner.

- Cancellation one month before the start of the stay: full refund of the deposit.
- Cancellation between 1 month and 8 days before the start of the stay: 50% refund of the deposit.
- Cancellation 8 days before the start of the stay: the entire deposit will be retained by the owners.
- If the cancellation occurs less than 24 hours before the start of the stay or if the client does not appear, the deposit remains with the owners who will ask for the payment of the balance of the price of the stay.
- In case of a shortened stay, the price corresponding to the cost of the accommodation (deposit + balance) remains fully acquired by the owner.
- In the event of a refund of a deposit received by transfer from a country outside the European Union, the cost of banking transactions remains the responsibility of the client.

### **Cancellation of reservation of the table d'hôtes:**

For reasons of food purchases and in a concern of food waste.

- Cancellation one month before: refund of the deposit
- Cancellation 15 days before: 50% refund of the deposit
- Cancellation 3 days prior: the entire deposit will be retained by the owners and payment of the balance will be requested.

### **Cancellation of reservation by the Atelier des sens 89:**

Before the start of the stay, if the owner cancels, he must inform the customer by registered letter with acknowledgement of receipt.

The owner reserves the right to end a stay in advance for serious reasons, in this case the entire stay remains due, with the exception of benefits not consumed.

### **Payment of the balance:**

The balance is to be paid at the end of the stay with the owners. Consumption and additional services not mentioned will be payable at the end of the stay to the owners.

### **Use of places:**

The customer must respect the peaceful character of the place and make use of it in accordance with their destination. He is committed to making the rooms and facilities in good condition.

**Capacity:** This contract is for a specific number of people. If the number of customers exceeds this number, the owner is able to refuse additional customers. Under no circumstances can this refusal be considered as an amendment or termination of the contract at the initiative of the owner, so that in case of departure of a greater number of customers than those refused, no refund can be considered.

**Pets:** This contract specifies whether or not the customer may stay with a pet. If the customer does not comply with this clause, the owner may refuse the animals. This refusal cannot under any circumstances be considered as an amendment or termination of the contract at the initiative of the owner, so that in case of departure of the customer, no refund can be considered.

**Insurance:** The customer is responsible for all damages arising from it. He is required to be insured by a Resort type insurance contract for his various risks.