

These general conditions are substantial part of the rental agreement between the client, here after known as the 'tenant' and ABBAYE DU PALAIS SAS au capital de 1 000.00 €; siège social à 23250 Thauron; RCS Guéret 922 872 452 00011, here after to be known as the 'landlord'.

RESERVATIONS, PAYMENTS AND CANCELLATIONS

After receiving a reservation the landlord sends a confirmation by email. Changes and cancellations must be made by email. Changes can only be made in consultation with the Landlord and with express permission from the landlord and can result in further charges.

Payment conditions:

40% of the total amount due must be paid when the reservation is made. The remaining 60% must be paid no later than 6 weeks before the rental period begins. If the reservation has been made within the 6 weeks before the rental period starts the total amount is due.

Cancellation conditions:

If cancelled or modified charges may apply:

- **In case of a reservation for 1 accommodation only and max. 2 connected nights:** If cancelled or modified up to 7 days before date of arrival no fee will be charged. Any down payment will be refunded. If cancelled or modified later than 7 days before date of arrival, or in case of no-show, the total price of the reservation will be charged. In case of early termination of the stay, there will be no refund and the total amount of the stay will be due.
- **In case of a reservation for more than 1 accommodation and/or more than 2 connected nights:** If cancelled or modified less than 6 weeks before the start of the rental period: 40% of the total fee will be due. If cancelled or modified less than 6 weeks before the rental period: 100% of the total fee will be due. In case of early termination of the stay, there will be no refund and the total amount of the stay will be due.

The reservation is final only when the amount due has been received in full. If the amount due is not paid on time then the landlord has the right to cancel the reservation. In this case the obligation to pay the amount due still applies. The cancellation costs are calculated from the day that the cancellation letter arrives. Cancellation insurance is the responsibility of the tenant.

If the Landlord cancels the booking then the amount paid by the tenant will be returned as well as any deposit paid. In this situation the landlord will, in consultation with the tenant endeavour to make a new booking or alternative arrangements. If, due to unforeseen circumstances the accommodation is uninhabitable (for example due to fire, flooding or technical faults), the Landlord cannot be held liable.

Additional costs

Additional costs (meals, drinks, final cleaning, etc.) incurred during the stay are to be paid before departure.

Arrival and Departure

The hired accommodation is available for use after 4pm. Checkout time is 10 am (cottages, gipsy caravans) or 11 am (rooms).

Maximal number of people

It is not permitted to use the accommodation for more people than agreed to at the time of booking without express permission from the Landlord. The Landlord reserves the right to refuse access to tenants who disregard this agreement, and to tenants who conduct themselves in a disorderly manner.

Bond for the cottages and gipsy caravans

The tenants are obliged to pay a bond for the accommodation. If there is no damage, the inventory is complete and the account has been settled, the bond will be repaid in full. The Landlord reserves the right to hold the bond money to compensate loss or damage.

Cleaning of the cottages and gipsy caravans

The tenant is expected to leave the accommodation in the same state as when he, the tenant, arrived. When the tenant has paid for the cleaning to be done, he is obliged to leave the accommodation tidy and in a reasonable state. If this is not the case (determined by the landlord) bond money can be withheld as compensation for the extra cleaning costs.

Pets

Pets are not permitted in the rooms and suites. Pets are allowed in the cottages and gipsy caravans with previously arranged approval from the landlord and following the regulations for pets in the Information Bulletin.

Problems and Complaints

Should there be any problems or complaints it is advisable to directly report this to the landlord. The landlord then has the opportunity to address and rectify the problem as quickly as possible. Complaints received after departure cannot be considered.

Liability

The landlord accepts no responsibility for damage, theft, loss, injury or accidents involving the tenants during the rental period, irrespective of the cause. The tenant is obliged to report damage to the accommodation immediately. The tenant is responsible and liable for all damage to the accommodation in the specified rental period.