

General conditions of sale Gîtes de France 64

The Gîtes de France label is the largest guest house network in France, mostly in the country side. The values of Gîtes de France have made a leading force in sustainable development for rural tourism. (<http://en.gites-de-france.com/>)

These conditions of sale are non-contractual. They expose globally clauses for your stay.

These Conditions of Sale are subject to law n°92.645 of 13th July 1992 and decree n°94-490 of 15th June 1995 that govern the sale of travels and stays and to the law of 2nd January 1970 and decrees of 7.20.72 and 10.21.05 that govern the rent of furnished accommodations.

French laws regulate relationships between the lessee and the owner.

Length of stay

When signing the contract you agreed to stay for a definite period. Therefore you cannot stay any longer in the accommodation.

Our liability

The booking service is the customer's unique interlocutor and is responsible for any failure to comply with our obligations. The service will not be held responsible for any coincidence, case of absolute necessity or any indirect causes.

Reservation

Reservation is definite when the booking service receives a deposit of 25% of the total holiday price, with copy of the contract signed by the customer, before the deadline (see over).

Balance of payment

The customer shall pay the balance of the holiday price to the booking service, one month before the arrival. If the balance has not been paid by then, your stay will be considered as cancelled. The accommodation will be available again and the full cost of the stay will remain non-refundable.

Exchange voucher

As soon as we receive the deposit, we send an exchange voucher to the customer. You need to give the voucher to the provider at your arrival.

Arrival

The customer has to arrive on the day and time specified in the contract. We advise you to call the provider before your arrival. In case of late or delayed arrival or last minute hitch, the customer must warn the provider (owner) whose address and phone number are on the exchange voucher.

Cancelling your stay

Cancellation must be notified to the booking service by recorded delivery or telegram.

We suggest you a cancellation insurance that covers any cancellation risks. Should you decide not to have it, please cross out the term on the left-hand page.

The cancellation fee schedule is except for the application fee and refunds of the cancellation insurance is:

- cancelling your booking with more than 21 days notice before the arrival: 25% of the holiday price will be retained
- cancelling your booking from 20 to 8 days notice before arrival: 50% of the holiday price will be retained
- cancelling your booking from 7 to 2 days notice before arrival: 75% of the holiday price will be retained

- cancelling your booking with one day notice: 100% of the holiday price will be retained

If we receive no notice, no refunds will be made.

The cancellation will take effect from the date of receipt (even with recorded delivery letter).

When the product includes transport service, it is refundable under specific conditions.

Interruption of your holidays

If customers interrupt their holidays, no refunds will be made except if the reason is covered by the cancellation insurance.

Capacity

The contract is made for a certain number of people that cannot be exceeded. If the number of travelers exceeds the capacity of the accommodation, the provider has the right to refuse additional people. Any modification or cancellation will then be considered as being the customer's initiative.

Animals

When booking, the customer must inform us of the presence of pets during the stay. Each contract specifies if pets are welcome. Specific conditions may be stated in the internal rules displayed in the accommodation: if the contract is disregarded, it would be cancelled by the fault of the customer.

Insurances

Any damage caused falls on the customer's responsibility. They need to be insured by an insurance contract.

Inventory

For furniture accommodation, an inventory is made with the owner and tenant at the beginning and the end of the stay. In case of disagreement, this inventory is the only reference. Please treat the accommodation with due care.

Cleaning has to be done during your stay and before your departure. Fees for possible housekeeping is based and stated in the descriptive form.

Deposit

A deposit is required as soon as you arrive. If you pay by cash, the owner has to give you a receipt. At the end of your stay, if the inventory contradicts the first one, indemnification is deducted from the deposit. In case of early retirement (before the time specified on the descriptive form), the deposit will be sent by the owner within a week.

Payment of charges

Before your departure you may make payment of the non-included costs. The price is based in the descriptive form and a receipt will be given by the owner.

Litigation

For any litigation about the inventory or accuracy of our descriptions, please contact the booking service within 3 days after your arrival. Any complaint has to be written and sent as soon as possible.

When the booking service, as representative, compensates the customer on the owner's behalf, the booking services totally substitutes the customer.