

Bed and Breakfast Terms and Conditions

Please read these carefully, confirmation of a booking by the Client is deemed acceptance of these terms.

In these Terms & Conditions, “The Bed and Breakfast” refers to Mas Nialgue, 66400 Reynes France, The Client(s) to you and those accompanying you, and “The Proprietor” Steve Valentine.

1. Prices

All published rates include room, breakfast and taxes at the current rate. The Bed and Breakfast reserves the right to alter prices for any reason up to the date of booking.

2. Availability

All rooms and rates offered by the Bed and Breakfast are subject to availability and the discretion of the Proprietor. A limited numbers of suitable rooms may be allocated to individual rates, packages or promotions and, when these allocations are taken up, remaining available rooms may be offered to the Client at the Bed and Breakfast’s published rates in line with its rating strategies.

3. Bookings

Bookings must be guaranteed by payment within 7 days of booking, of one night’s accommodation or 25% of the total charge for the booking (whichever is greater) by payment of a deposit by cheque in Euros or bank transfer in Euros or Pounds Sterling. Alternatively by agreement in writing by a company, travel agent or accommodation agent. At the discretion of the Bed and Breakfast, full pre-payment may be required at the time of booking. Bookings will be confirmed in writing and an invoice issued without delay.

4. Arrival and departure

Bedrooms are usually available from 4pm local time on the day of arrival. Checkout is as agreed on arrival. Any variations to this must be by prior arrangement with the Proprietor.

5. Cancellations, amendments and non-arrivals

Cancellations and amendments for bookings made on line can be made in writing or by calling the Proprietor. Reservations can be cancelled up to 14 days prior to arrival, in which case 50% of the deposit will be returned. In the event of non-arrival or cancellation after this time but before the time of arrival, any deposit paid is non-refundable and the agreed rate of the first night’s stay or 25% of the total charge for the booking (whichever is greater) will be charged. Normal terms of payment apply to these charges. Late bookings are non-cancellable and non-refundable. If the Bed and Breakfast cancels prior to the scheduled day of arrival, the Bed and Breakfast’s liability to the Client will be no greater than the amount paid by the client in respect of any booking. Where possible the Bed and Breakfast may, but is not obliged nor will it be liable to, find alternative accommodation for the Client in the unlikely event that the Bed and Breakfast is unable to accommodate the Client due to reasons beyond its control, such as damage to the house by fire, storm etc.

6. Payment

Settlement of the bill in full, less any advance payments must be made on arrival. Any additional charges must be settled prior to departure from the Bed and Breakfast. Payment is only accepted by cash (Euros or Pounds Sterling), cheque in Euros or bank transfer in Euros or Pounds Sterling.

7. Smoking

The Bed & Breakfast operates a NO SMOKING policy within all interior areas, including guest bedrooms, public areas and corridors. Smoking areas and ashtrays are provided outside. For Clients who do not comply with this NO SMOKING policy, the booking will be terminated immediately, no refund given and a charge will be added to their bill to include the cost of cleaning all soft furnishing to remove the odour of tobacco of up to £150 or 200 Euros. The Proprietor appreciates your co-operation with this No Smoking Policy.

The area is very prone to forest fires, please take great care to ensure that any candle, flame or cigarette is properly extinguished after use.

8. Disabled guest rooms

The house is very old and not suitable for guests with mobility problems. The Bed and Breakfast does not have any disabled accommodation.

9. Car parking

The Bed and Breakfast has its own car park, which is free for residents use.

10. Children

Children aged 16 years and under must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate within the Bed and Breakfast. We do not accept bookings for children aged between 1-12 years. A high chair is available but Clients must bring their own cots and bedding. Children must be supervised at all times in the house and grounds.

11. Dogs and Other Pets

Unfortunately we cannot accept pets for bed and breakfast.

12. Behaviour

The Proprietor reserves the right to judge acceptable levels of noise or behaviour of Clients, Guests or Representatives, who must take all steps for corrective action as requested by the Proprietor. In the event of failure to comply with management requests, the Bed and Breakfast may terminate the booking or stop any event immediately without being liable for any refund or compensation.

13. Discrimination

It is the policy of the Bed and Breakfast not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. Clients, their employees, guests and all sub-contractors engaged by or on behalf of the Client are expected to adhere to this policy and the Bed and Breakfast may, without incurring any liability to the Client, remove from the Bed and Breakfast any person or persons offending against this policy.

14. External purchases

Alcohol and Food may be brought into the Bed and Breakfast, we ask that you enjoy this privilege sensibly and know your limits; any issues resulting from this will have action from clause 12.

15. Comments and complaints

Any comment or complaint regarding the stay should be made to the Proprietor or representative at the time of visit so that the matter can be resolved immediately. Any complaints received after the event will not be accepted. Any major failure of any equipment, property or utilities will be dealt with as speedily as possible. The Proprietor cannot be held responsible for any inconvenience caused unless as a direct result of his negligence. All equipment and property is maintained on a regular basis.

16. Access

Vehicle access is via one kilometre of unpaved but gravelled forest track. The track is maintained by the commune and is bumpy and rutted in places but perfectly accessible by most cars, except very low sports cars or other vehicles with minimal ground clearance. Many drive this track in ordinary vehicles daily. The Proprietor cannot be held liable for any problems, loss or damage that may be incurred. If you are concerned about access please discuss this with The Proprietor before booking.

17. Visitors

Facilities are intended for Clients use only. Only persons whose names are specified on the booking form may stay in or use the accommodation. We are unable to accept visitors on site without prior approval of the Proprietor, which will be entirely at his discretion.

18. Additional Services

Additional services such as evening meals may be booked in advance only, by prior agreement with The Proprietor and payment made on arrival or as otherwise agreed.

19. Statutory requirements

The Bed and Breakfast is subject to statutory controls, including those relating to fire, health, hygiene and safety. These must be strictly observed by Clients, their guests and representatives.

20. Liabilities

Other than for death or personal injury caused by the negligence of the Bed and Breakfast, the Bed and Breakfast's liability to the Client is limited to the price of the booking. Unless the Bed and Breakfast is liable under the above clause, the Client indemnifies the Bed and Breakfast from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking. The Bed and Breakfast does not accept responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on the premises. We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act, omission, default or neglect of the Clients, their guests or sub-contractors to the Bed and Breakfast's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge and send an invoice for the amount required to make good or remedy any such damage, to the registered address. We will however make every effort to keep any costs that the guest would incur to a minimum. Third Party Liability - The Bed and Breakfast does not accept any liability for services rendered by third parties to Clients notwithstanding that such service may be arranged by the Bed and Breakfast. Any claim, demand, charge, suit or damages which may be incurred by the Clients or their guest (or any person claiming thereunder) shall be made directly with such third parties and The Bed and Breakfast shall render all reasonable assistance in this regard.

21. Insurance

For peace of mind, we recommend that Clients purchase holiday insurance including trip cancellation, personal effects, medical expenses, money and liability insurance.

21. Data protection

The Bed and Breakfast respects the privacy of every individual who visits our website. The data collected from Clients will be used to firstly fulfil any service you might request e.g. to request information, make a booking etc and secondly to improve our service. We will under no circumstances give your personal data to third parties. However, unless you specifically ask us not to (and this option is always given) we will use your data to send you further information from the Bed and Breakfast. Any e-mail sent to you will always provide you with the option to unsubscribe. This is in accordance with Data Protection Legislation. We adhere to Data Protection laws.

22. Dispute

These terms will be construed in accordance with French consumer and contract law and the Bed and Breakfast and Client submit to the non-exclusive jurisdiction of the French courts.