

Parenthèses imaginaires

Fontaine de Cardissou 24470 Milhac-de-Nontron

Terms and conditions

Last updated : 01 january 2018

In renting any of our lodgings, the contracting party agrees to be bound by our terms and conditions. Accordingly, the client confirms they have read and accept our terms and conditions prior to confirmation of their booking.

I – RESERVATIONS

All reservations require payment of the relevant deposit.

The balance due must be paid no later than 30 days before the start of the rental period without any reminder from us. For reservations made less than 30 days prior to the rental period, the full amount is to be payable upon booking.

The balance due must be paid no later than 30 days before the start of the rental period. You will not receive a reminder from us.

All reservations are considered definitive from the moment you receive confirmation from us.

II – RIGHT OF WITHDRAWAL NON-APPLICABLE

The provisions of L.12120 relating to the Code de la consommation pertaining to the rights of a consumer to cancel within 7 days “do not apply to contracts covering lodgings, transportation, catering or to leisure activities that are supplied on a particular date, or at a predetermined frequency”.

III – RATES AND THE TAXE DE SEJOUR

The contractual price is the one established at the moment the booking is confirmed. Our prices are stated in euros, with all taxes included. Our prices cover rental of a lodging for the agreed number of persons, use of the facilities within the lodging, utilities (water, electricity), eco-friendly cleaning products, and access to the campsite, its installations, activities and services.

They do not include the taxe de séjour (tourist tax), the price of which is fixed by the “communauté des communes (local council), any tourist activities offered by third parties, the security deposit, the final cleaning (the accommodation should be left in the same state of cleanliness in which it was found), food and drink, or any additional, paid-for services.

For stays of 5 nights or more, our prices do not include household linen - quilt covers, sheets, pillowcases, bathroom linen, dishcloths.

For stays of 2, 3, or 4 nights, our prices do not include bathroom linen, but do include bed linen, with beds made up using recyclable sheets. A dishcloth is also provided.

The taxe de séjour is a local tax payable by all persons aged 18 and over. It should be paid upon arrival.

IV – RENTALS

All our lodgings are non-smoking.

All bookings are made in the name of a specific client and can in no event be transferred, re-sold or sub-letted.

The number of guests coming to stay may not exceed the number agreed at the time of booking, nor the capacity of the

accommodation.

Lodgings are allocated according to the client's booking, except in such cases where there is a technical issue with a lodging. In such instances, Parenthèses imaginaires reserves the right to assign an alternative lodging with equivalent facilities.

V – ANIMALS

The use of certain accommodations is reserved for guests accompanied by a pet (cat or dog). Please note however that animals are not permitted around the bathing areas. Only one animal is permitted per accommodation. All animals must be fully vaccinated and be accompanied by their health records. Animals must be kept on a lead at all times on the site.

Dogs classed as category 1 or 2 under article L 21112 of the code rural are forbidden.

VI – CANCELLATIONS

Cancellation requests must be sent to us in writing via registered post, to the following address: Parenthèses imaginaires - Fontaine de Cardissou - 24470 Milhac de Nontron.

If the letter of cancellation is received by us:

- More than 30 days before your arrival date, 30% of your payment will be retained by Parenthèses imaginaires

- Less than 30 days before your arrival date, 100% of your payment will be retained by Parenthèses imaginaires

In the event that Parenthèses imaginaires cancels a reservation, the client will be eligible for equivalent compensation, except in the case of exceptional circumstances (force majeure).

(See article XII).

VII – ARRIVAL & DEPARTURE

Early departure:

No refunds are given in the event of an early departure.

Arrival & Departure

For stays of 3, 4, 7, 10 or 14 nights

Your accommodation is available for check-in between 4pm and 7pm of the arrival day, and should be vacated between 8am and 10am of the departure day.

Weekend rentals

2 nights:

Your accommodation is available for check-in between 4pm and 7pm on the Friday and should be vacated between 2pm and 4pm on the Sunday.

VIII – SECURITY DEPOSIT

A security deposit is asked of you upon arrival, the amount of which may vary according to the accommodation booked. This will be returned to you in full the day of your departure, or within at most 8 days, following a satisfactory inspection of the accommodation. In the event of an unsatisfactory inspection, charges for any of the following may be deducted: the replacement cost of any missing items, a cleaning charge for any insufficiently-cleaned items, reparation fees for any items broken or damaged by the occupant. Should the cost of damages or breakages exceed the amount of the security deposit, the client will be charged for the excess.

IX – INTERNAL RULES & REGULATIONS

Each person staying on site is expected to conform to our rules & regulations. Failure to do so can lead to sanctions and may result in the termination of the rental contract. All children must be accompanied by an adult at all times while on site.

X – CLEANING THE ACCOMMODATION

We go to great lengths to ensure that our lodgings are clean. However should you notice anything amiss, please inform us as soon as possible so that we can take the necessary steps. We are unable to consider any complaints regarding the tidiness of the accommodation unless we are made aware on the day of your arrival.

At your departure, the accommodation must be restored in good working order and functioning with the cleaning done and the dishes washed.

XI – CLAIMS & DISPUTES

In order to avoid responsibility for any items missing from your lodging, we ask you to inform us of any missing or broken items within 24 hours of your arrival.

In accordance with the provisions of the Consumer Code regarding "the process of mediating consumer disputes", customers have the right to use the mediation service proposed by Parenthèses imaginaires. The "consumer law" mediator we propose is MEDICYS.

MEDICYS can be contacted:

- via their website :www.medicys.fr ;
- by post : MEDICYS - Centre de médiation et règlement amiable des huissiers de justice- 73, Boulevard de Clichy, 75009
- Paris »

XII – FORCE MAJEURE

In the case of force majeure (natural catastrophe etc, ...) that prohibits us from fulfilling our contractual obligations, we will reimburse you in full for the cost of your stay but you are not entitled to any other form of reimbursement or compensation.

XIII – PROMOTIONS AND LAST-MINUTE DEALS

At times when such promotions are run, it is possible that clients may be charged different prices for the same stay. Clients charged the higher price understand and accept they have no right to a refund for the difference in price. Special offers cannot in any event be combined with any other promotional deals.

XIV – JURISDICTION

Any disputes relating to a rental contract, or to the application or interpretation of our terms and conditions will be subject to the jurisdiction of the courts of Périgueux in France.