



GENERAL CONDITIONS OF SALE AND RENTAL

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ARTICLE 1 – LIABILITY

The Domaine responds to the client for the obligations arising from this rental contract but cannot be held responsible for fortuitous events, cases of force majeure, nor for the actions of any person unrelated to the organization and progress of the stay and the services provided on this occasion.

ARTICLE 2 - ACCOMMODATION CAPACITY

Accommodation is offered for a limited capacity of people, any excess of this capacity will be refused, knowing that a child and even a baby count as one person. We decline all responsibility in the event that you exceed capacity despite the ban. Any damage caused will be the responsibility of the tenant.

ARTICLE 3 - RESERVATION AND PAYMENT OF DEPOSIT

A pre-reservation serving as an option is recorded upon receipt of your request, subject to availability. This is valid for 5 days. After this period and without confirmation from you, this pre-reservation will be canceled. The reservation becomes firm upon receipt of proof of payment of the 30% deposit. Proof of payment must be returned to us no later than 5 days after it has been sent by us. No modification concerning the stay or the content of the invoice will be accepted once the deposit has been paid.

ARTICLE 4 - PAYMENT OF THE BALANCE

The customer undertakes to pay the total amount of the stay at least 30 days before the start of their stay and to send proof of payment to Domaine d'Haulmé. Without payment of the balance and this proof of payment at the latest one month before the start of your stay, Domaine d'Haulmé reserves the right to consider the reservation as void and to offer the accommodation concerned again for rental.

ARTICLE 5 - LATE BOOKING

If booking less than one month before the stay, full payment will be required at the time of booking. Proof of payment must be sent to Domaine d'Haulmé. Without this, Domaine d'Haulmé reserves the right to consider the reservation as void and to offer the accommodation concerned again for rental.

ARTICLE 6 - GUARANTEE

When you arrive, you will be asked for a deposit for the rental. The amount of this deposit is €300.00 for a chalet or tiny house. Its amount is €200.00 for the rental of the dome, a vintage caravan or a bell tent and €800 for a gîte. The deposit will be returned within a week of the end of your stay, after an inventory and deductions of any damage caused or cleaning costs. In the event of nighttime or early departure, the deposit will be retained and then returned later after inventory. In this case, Domaine d'Haulmé considers that you accept a possible deduction for cleaning or repair.

ARTICLE 7 - PRICES AND CHARGES

The price mentioned in the rental contract includes the provision of accommodation. The following services may be charged to you:



Electricity: electricity consumption is included in the rent for rental accommodation and a flat rate for bare pitches.

Cleaning: end-of-stay cleaning is not included in the rental price. It is the responsibility of the tenant. In the rental contract, the amount for cleaning will be mentioned. If the cleaning is not done correctly by the tenant, this amount will be deducted from the deposit.

Household and bed linen: household and bed linen are not included in the rent. The customer has the option of renting them by indicating this in the rental contract.

Tourist tax: a tourist tax will be requested following the instructions of the Tourist Office and/or the Community of Municipalities.

Administration fees: Administration fees are applied for each rental, except for bare pitches.

ANCV fees: The ANCV takes part of the amount of the payment by check and given the price of sending the registered letter to send the checks to the agency, we take an amount as a percentage of the stay + the supplements for any payment to the agency. help from ANCV checks.

ARTICLE 8 – PETS

Dogs and cats are accepted for a fixed rate per day, up to a limit of 1 per accommodation, on condition that you keep them on a leash and have the required vaccination certificates in your possession. Owners of animals admitted to the Domaine are required to pick up their animals' droppings. Management will refuse any excess animal.

ARTICLE 9 – CIVIL LIABILITY INSURANCE

The customer staying on a pitch or in accommodation must be insured for civil liability. An insurance certificate may be requested from the customer before the start of the service.

ARTICLE 10 - CANCELLATION AND INTERRUPTION OF STAY

For each cancellation made by the customer, except in the case of subscription to our cancellation insurance, the management retains:

- 30%, i.e. the amount of the deposit, in the event of cancellation more than 30 days before the start of the stay
- 50% of the price of the stay in the event of cancellation between 30 and 15 days before the start of the stay
- 100% of the price of the stay in the event of cancellation less than 15 days before the start of the stay

Cancellation must be confirmed by registered mail with acknowledgment of receipt; the cancellation date retained will be that of the first presentation of the registered letter.

The management may be required to modify or cancel a stay in the event of external events beyond its control.

In the event of an interruption of the stay by the customer for any reason whatsoever, no refund will be made.

ARTICLE 11 – CANCELLATION IN CASE OF PANDEMIC

In the event of total or partial closure of the establishment during the dates of the reserved stay (which is assimilated to a measure of total or partial ban on welcoming the public, to the extent that the Customer is directly concerned by the application of this measure) decided by the public authorities, and which is not attributable to the Service Provider, the sums paid in advance by the Customer for the reservation of the stay will be the subject of a voucher valid for 18 months from the issue of this same voucher.

However, the Service Provider cannot be held responsible for additional compensation beyond this voucher.

11.1. By way of derogation from the provisions of Article 11 – Cancellation in the event of a pandemic, any cancellation of the stay duly justified by the fact that the Customer is affected by COVID 19 (infection) or other infection considered to be part of a pandemic, or would be identified as a contact case, and that this situation would call into question their participation in the stay on the planned dates will result in the issuance of a credit note valid for 18 months

Any processing and management costs as provided for in the general conditions will remain with the Service Provider. In all cases, the Customer must provide proof of the event making him eligible for this right to cancellation.

11.2. By way of derogation from the provisions of Article 11 – Cancellation in the event of a pandemic, in the event that the Client is forced to cancel the entire stay due to government measures not allowing participants to travel (general or local confinement, ban on travel, closure of borders), even though the campsite is able to fulfill its obligation and welcome Customers, the Service Provider will issue a credit corresponding to the sums paid by the Customer, which will remain with the Service Provider. This credit is valid for 18 months.

11.3. If the Customer subscribes to specific insurance covering the risks listed in Article 11.1. or 11.2., the insurance compensation received by the Client will be deducted from the amount

to have it, referred to in articles 11.1. or 11.2.

CLAIM

Any complaint relating to a stay must be sent within 3 days of taking possession by registered letter with acknowledgment of receipt.