

LA ROCHELIERE
Maison d'hôtes de Charme
260, route de la Chapelle de la Madeleine
06140 Tourrettes-sur-Loup

Tel : 33(0)4 93 58 81 38

GENERAL TERMS AND CONDITIONS OF RESERVATION

- §1** The owner has the obligation to welcome personally the guests and to be sure that they receive all the necessary attention and information in order to facilitate their stay.
- §2** **Confirmation of reservation:** The reservation is confirmed and binding once the owner has received a deposit of minimum one night stay per room booked, or for a stay of more than 4 nights, 25% of the total cost of the stay.
- §3** **Payment:** The total cost of the stay less any deposit made in advance has to be paid on departure day. The payment has to be made in cash or by French cheque. For your information, we do not take credit cards.
- §4** **Cancellation made by the guest:**
- a) In any case the deposit is not refunded and the owner has the right to ask the guest to pay the full price of the reservation he made.
 - b) If the guest has not arrived before 19h on the confirmed date of arrival and has not notified the owners of a later arrival time, the booking contract is automatically cancelled and the owners are free to give the room(s) to another guest. The owners are not obliged to refund the deposit and have the right to ask the guest to pay the full price of the reservation.
 - c) In the case of the guest leaving before the confirmed departure date, the owners have the right to claim the full price of the confirmed booking.
- §5** **Cancellation made by the owners:** If the owner has to cancel the reservation before the beginning of the stay, he has to notify the guest and make sure the information is well received. Any deposit made will be refunded immediately and no further claims can be made.
- §6** **Arrival:** The guest is to arrive on the date as stated by the confirmed reservation, and no later than 19h unless previously agreed with the owner. If the guest is delayed he is to notify the owner.
- §7** **Use of the premises:** The guest is to respect the nature of the premises and use them accordingly. The guest is to show normal care and respect in the use of the room and is liable to reimburse the owner for any damage caused.
- §8** **Capacity:** The reservation is only valid for the number of guests as stated in the confirmed booking. The owner has no obligation to accept any additional guest and such refusal will in no way change the validity of the reservation and will not be a reason for any refund.
- §9** **Pets:** Pets are not accepted. The owner has the right to refuse any unannounced pets, and such refusal will in no way change the validity of the reservation and will not be a reason for any refund.