

FULL TERMS & CONDITIONS

(Rêves au Soleil – Gîte Accommodation in France)

LEGAL INFORMATION

Owners: Lottie Yeatts & Louise Cawley

Business Name: Rêves au Soleil

Address: 2121 Route des Châtaigniers, 24800 Thiviers, France

Contact Email: enquiries@gites-in-dordogne.com

BOOKING TERMS AND CONDITIONS

Please read these Terms and Conditions carefully. By making a booking, you agree to be bound by them.

1. Contract

A contract between the Client and the Owner comes into effect once the booking deposit has been received and a written booking confirmation has been issued confirming the dates of stay.

The contract applies to all members of the party. The Client is responsible for ensuring that all guests comply with these Terms and Conditions. Failure to do so may result in termination of the stay without refund.

2. Length of Stay

July and August: **Saturday to Saturday** bookings only, minimum stay of one week

Rest of the year: Minimum stay of three (3) nights

Maximum stay: 90 days, in accordance with French regulations

3. Rental Charges and Payments

A **25% non-refundable deposit** is required at the time of booking.

Bookings made less than 8 weeks before arrival must be **paid in full**.

The balance must be paid no later than **8 weeks** before arrival.

Failure to pay the balance by the due date will be treated as a cancellation, and the full rental amount will remain due.

4. Security Deposit

A **€250 security deposit** per gîte is required.

The property will be inspected after departure. The deposit will be refunded within 7 days, less any deductions for damage, loss, excessive cleaning, or missing items. This deposit does not limit liability for damage exceeding this amount.

5. Tourist Tax (Taxe de Séjour)

A tourist tax of **€0.75 per adult (18+) per night** is payable in **cash at the end** of the stay, in accordance with French law.

6. Cancellations by the Client

All cancellations must be made in writing.

More than 8 weeks before arrival: deposit forfeited.

Less than 8 weeks before arrival: full rental amount due and non-refundable.

If the property is successfully re-let, payments may be refunded minus any costs incurred.

7. Cancellations by the Owner

The Owner reserves the right to cancel a booking only in exceptional circumstances beyond their control. In this case, all payments will be refunded in full. Liability is limited to the amount paid.

8. Arrival and Departure

Check-in: from **4:00pm**

Check-out: by **10:00am**

No refund is given for early departure.

9. Occupancy

Only guests listed on the booking may occupy the property.

Maximum occupancy per gîte:

Rosier – 4 guests

Jacinth – 4 guests

Lavande – 4 guests (6 by prior arrangement)

Coquelicot – 4 guests

Tournesol – 5 guests

Bookings cannot be accepted from persons under 18 years of age.

10. Pets

Pets are welcome by **prior arrangement only**.

A maximum of two (2) pets per gîte is permitted, at a cost of €30 per pet, per stay.

Pets must not be left unattended and must not cause damage, excessive noise or disturbance. Guests are responsible for cleaning up after their pets and for any damage caused.

11. Behaviour and Noise

Guests must behave responsibly and respect others. Quiet hours apply between 11:00pm and 8:00am.

The Owner reserves the right to terminate a stay without refund in cases of unreasonable behaviour.

12. Smoking, Candles & Fire Safety

Smoking and vaping are not permitted inside the gîtes.

Candles are not allowed indoors.

A designated outdoor smoking area is provided.

13. Property Care, Inventory and Damages

Each gîte is provided with a light inventory. This is used to check completeness and condition after departure.

Damage, breakages or loss must be reported immediately. Furniture must not be moved. Charges may apply for damage, missing items, lost keys or excessive cleaning.

14. Cleaning

The property must be left in a clean and tidy condition. Additional cleaning charges may apply if necessary.

15. Utilities and Services

The rental includes bed linen, towels (including pool towels), water, gas, electricity (**excluding** electric vehicle charging) and Wi-Fi.

No compensation is payable for temporary service outages.

16. Swimming Pool

Open spring–summer, weather permitting

Unsupervised – use at own risk

Children must be supervised at all times

Not heated

Guest use only

No glass in pool area

Avoid sunscreen or fake tan immediately before swimming

17. Liability and Insurance

Guests are responsible for their own safety and belongings. The Owner is not liable for loss, damage or injury except where required by law. Comprehensive travel insurance is strongly recommended.

18. Complaints

Any issues must be reported immediately during the stay. Complaints made after departure will not be considered.

19. Parking

Vehicles must be parked in designated areas and not obstruct access. Vehicles and contents are left at the owner's risk.

20. Consumer Mediation

In accordance with French consumer law, guests may use a free mediation service for unresolved disputes:

CM2C – Centre de la Médiation de la Consommation de Conciliateurs de Justice Website: <https://www.cm2c.net>

21. Governing Law

These Terms and Conditions are governed by French law. Any disputes shall fall under the jurisdiction of the French courts.