

Terms & Conditions

Introduction

These general rental conditions govern the rental of Château La Carrière, located at 62 chemin des Pèlerins in Saint Cyprien, for a maximum capacity of 16 people. The signing of the rental contract by the tenant implies unreserved acceptance of these conditions. In the case of an online booking, the person making the online payment is responsible for ensuring that all members of the group accept the terms and conditions.

Reservations/Payment policy

A 40% non refundable deposit is required upon reservation. The balance of the total rental amount must be paid no later than 12 weeks before occupancy. Failure to pay either the deposit or the balance by the due date will result in cancellation of the booking. Reservations made less than 12 weeks before the arrival date must be paid in full at the time of booking.

Security deposit

A security deposit of €1,500 is required prior to arrival. This deposit will be returned within 7 days of the tenant's departure, less any costs incurred to repair damage or replace missing or damaged items.

Cancellation conditions

In the event of cancellation by the tenant more than 3 months before the date of arrival, no refund will be given. In the event of cancellation less than 3 months before the date of arrival, the full rental amount is due and non-refundable.

Cancellations must be made by e-mail to contact@chateaulacarriere.com.

In the event of cancellation by the owner for reasons beyond the tenant's control, all sums paid by the tenant will be refunded.

Rescheduling the holiday

Reservations cannot be postponed. However, in exceptional circumstances and at the sole discretion of the owner, the booking may be postponed to a later date. The following terms and conditions will apply. In the event of postponement to a later date for which the rental price would be more expensive than the previous booking, the tenant will have to pay the difference.

Capacity

By signing this agreement, you acknowledge that you are responsible for the conduct of all persons you invite or allow to remain on or in the property during the dates of this reservation. Your reservation is confirmed for only the number of guests listed on your confirmation. The property has a guest maximum occupancy of 16 including children at any given point in time, day or night including interior and exterior. Exceeding this occupancy limit or falsifying occupancy is strictly prohibited. In the event of non-compliance with this clause, the owner has the right to terminate the rental without refund. Prior to your stay, you will be asked to provide a list of the names of the people who will be staying at the Château. Only the persons on this list will be authorized to use our facilities. Subletting or transfer of the rental is prohibited.

Rental period

Rental is granted for the period specified in the rental contract. The tenant may not, under any circumstances, claim to remain in the premises beyond this period, except with the written agreement of the owner. Arrival at the château is from 5pm. On the day of departure, the property must be vacated by 10am. The pool, pool house and lake house will be closed from 8:00 am on the day of departure so that the staff can start cleaning. Departure after 10 will incur additional charges.

Inventory and damage

An inventory of fixtures will be carried out on arrival and an inventory of fixtures on departure. Any damage noted during the stay will be charged to the tenant. The tenant is responsible for all breakage, damage and destruction to any property, direct and indirect costs and damage caused to the Château (including any contents) during the holiday.

Any accidental damage or breakage must be reported to the owner or his representatives before departure. The owner reserves the right to withhold part or all of the security deposit to cover the costs.

Tenant's obligations

The tenant undertakes to use the premises in a respectful manner. Any party or festive event must be preauthorize by the owner or his representatives.

Smoking is not permitted inside Château La Carrière.

Pets are not allowed, unless prior authorization by the owner.

Candles are for decorative purposes only and must not be used.

Use of equipment

Use of the facilities is the responsibility of the tenant. Children must be supervised at all times around the pool and other equipment.

Use of the wood-burner is at the sole responsibility of the tenant. Firewood is included in the rental price for reasonable use. An additional charge may be applied for any use in excess of the agreed volume.

Use of the jacuzzi is the sole responsibility of the tenant. For safety reasons, children under 8 years of age are not permitted. The Jacuzzi can accommodate a maximum of 6 people. It is strictly forbidden to jump or dive into the Jacuzzi and to use any electrical appliance or glass container in the Jacuzzi. The cover must be replaced after each use.

Children are not allowed to drive the golf cart.

Liability

The owner declines all responsibility for accidents or personal injury sustained by the tenant or occupants during their stay, including around the pool and equipment provided. The owner accepts no responsibility for the personal belongings of tenants.

Cleaning and maintenance

The Château is rented in a clean and well-maintained condition.

The tenant undertakes to leave the premises in good condition at the end of their stay. Cleaning is included in the rental price, but the owner reserves the right to keep part of the deposit if the Château is left in an unclean condition.

Please note that all garbage, including recycling and glass, must be deposited in the designated garbage cans at check-out.

Dishes must be cleaned and put away. Refrigerators and cupboards must be emptied. Barbecue must be cleaned. All rooms, terraces and other garden areas must be tidy. Pool towels must be returned to the pool house.

Disputes

The owner or his representatives reserve the right to enter the property in the event that emergency work or repairs are required.

If, in the opinion of the owner or his representatives, the behaviour of the tenant and/or his group is unacceptable, he may ask the tenant to vacate the property without any refund. If the tenant is not entirely satisfied with the Château, they must immediately contact the owner (or the owner's representatives).

In the event of a dispute concerning the performance of these T&Cs, the parties will endeavour to settle their differences amicably. Failing this, the competent court will be that of the jurisdiction where the Château is located.

Insurance

Personal travel insurance cover is not included in the booking fee.

The tenant undertakes that they will not do, permit to be done, or omit to do, any action that does or may invalidate or adversely affect any insurance policy held by the owner in respect of the Château and its contents.

The owner asks that you take out travel insurance for the duration of your stay at Château La Carrière.