



GENERAL TERMS AND CONDITIONS 2020

Furnished Tourist Property

Booking Conditions

The booking becomes effective once the total amount of the stay has been paid. Paying for the stay shall be considered as acceptance of the terms and conditions below.

- **50%** of the total cost of the rental must be paid by the lessee upon booking.
- **50% of the amount due must be paid 14 days prior to arrival.**

Under articles L121-18-4° and L121-20 et seq., related to distance selling and e-commerce, accommodation services are not submitted to right of cancellation.

Failure to pay the first 50% at the time of booking, the booking will not be taken into account.

Tourist taxes shall be paid on site depending on the numbers of nights and guests.

In June and September: The minimum amount of nights for rentals is 2. Breakfast delivered upon request

In July-August: Properties are rented per week for a minimum of 6 nights. From Saturday to Friday only. Breakfast delivered upon request

Cancellation Terms

- Cancellation by the lessee: Any cancellation request shall be done in written.

Reimbursements, according to the terms below, shall be done once our bank account has been credited.

On our site and on Aritel:

- Up to 30 days prior to the date of arrival: the entire amount of the reservation will be reimbursed.
- 14 to 30 days prior to the date of arrival: 50% of the stay will be billed.
- Less than 14 days prior to the date of arrival: 100% of the stay will be billed.

Overbooking:

- Up to 30 days prior to the date of arrival: the entire amount of the reservation will be reimbursed.
- 30 prior to the date of arrival: 50% of the stay will be billed.
- If the client does not show, the entire amount of the reservation shall be billed.

On AirBnB:

- Full reimbursement of the booking within 48 hours following the reservation if the date of arrival takes place within 14 days or more.
- Reimbursements of up to 50% for cancellations possible minimum 7 days prior to the date of arrival.
- There shall be no reimbursements for cancellations made within 7 days prior to the date of arrival.

- Cancellation by the owner: If the owner cancels the booking before the beginning of the stay, a written notification shall be sent to the client. The amount of the stay will be reimbursed immediately.

Arrival and Departure Conditions

- The time of arrival is between **16h and 19h**
- Time of departure is **11h** (please plan in advance for the inventory)
- An inventory is done at the time of departure of lessees.
- Late departures are possible prior agreement of the management and according to the schedule until 17h - an additional half day will be billed
- The client shall notify the estate in case of late arrival. The estate reserves the right to refuse arrivals after 21h.

Security Deposit Terms:

A security deposit file with a bank imprint shall be opened 24 hours prior to the arrival of the lessee and a security deposit shall be requested.

Security deposit amounts:

- La Roulotte: 600 € including taxes
- La Pommeraie: 2,500 € including taxes
- Trésor, Pressoir or Bouillierie: 1,200 € including taxes
- Private booking of the entire estate: 5,000€ including taxes

The security deposit will not be debited, and the security deposit file will be released up to 7 days after departing the hotel.

An agreed inventory will be done upon arrival and departure.

All facilities are in working order and all complaints over 48 hours after occupying the accommodation shall not be accepted. After that period, the property shall be considered as free of damage upon the arrival of the tenant.

- In case of litigation, actions shall be taken to deduct the cost of replacement of objects, furniture, or broken, cracked, defective or deteriorated equipment as well as those whose wear are greater than normal for the length of the rental.

GENERAL NOTES

- The estate is a non-smoking facility (decree n°2006-1386 of 11/15/2006)

Each room is equipped with a smoke detector. It is therefore impossible to smoke in the rooms or the balconies.

- Cleaning service at the end of the stay is included in the price.

- For the comfort and safety of everyone, animals are not allowed in the estate.

- Lessees are allowed to use green areas established in the plan in the booklet sent by email.

- Within the garden, lessees are allowed to use the "meditation" pond, defined as an ornamental pond. It is forbidden to walk inside the pond as there might be a risk of damaging it.

- The treehouse is not included in the rental, and accessing it without a member of the staff is forbidden.

- The orchard can be visited by all lessees; however, the fruit of apple and cherry trees are property of the owner.

- Lessees shall behave with due diligence, occupy the premises themselves, take care of them, and be responsible for damages during their stay. Repairs due to the negligence or poor maintenance during the stay shall be paid by the lessee.

- Theft: We would like to inform that the location of furnished accommodations is not within the responsibility of the hotel.

Therefore, Le Coq Enchanté shall not be deemed responsible in case of loss, theft, or damage of personal effects in the facilities in the establishments classified as a such, as well as in accommodations, common areas and/or parking areas.

- WIFI: We notify our guests that according to the law in force, Le Coq Enchanté cannot be deemed responsible for the use of the WIFI by the guests and is required by law to collect and store all connection data. For this purpose, the company could be requested to provide the authorities with this data for the purpose of search, research, and pursuit of criminal offenses, or for the purpose of preventing any activities related to terrorism.

- Payment Methods Accepted by the estate:

- Debit/credit cards
- Cash: 500€ bank notes are not accepted

COVID-19 SPECIFIC MEASURES

RECEPTION AND WELCOME GUIDELINES

In order to ensure the highest level of safety, we pay extra attention to respect the health measures related to COVID-19.

In order to prevent infections:

- All paper documents have been removed from the accommodations
- Any interaction shall respect social distancing rules
- Soap and disinfectant are available in the accommodation
- Vacuum cleaning is avoided in order to limit the spreading of particles

The cleaning of accommodations is done wearing masks and following a precise and thorough cleaning and disinfecting procedure according the regulations in force (household linen washed at the highest temperature, ventilated accommodation,

cleaning, and disinfection)

- Accommodations will remain vacant at least 29 hours between rentals

SOLIDARY AND RESPONSIBLE BEHAVIOR CHARTER FOR HOLIDAY RENTALS

It is important for us to provide the best possible health safety taking into account the information available about Covid-19. Thus, our accommodations are cleaned and disinfected prior to your arrival following a protocol adapted specifically to limit the spreading of the virus.

In order to allow everyone to enjoy the same level of safety, here are **some recommendations we kindly ask you to follow during your stay:**

During each encounter with the owner or its representative, please continue to adopt the recommended protective measures: wear a mask, greet each other verbally, respect a minimum distance of 1 meter, avoid any physical contact. We invite you to carry masks and hand sanitizer with you in order to guarantee a continuous protection during your stay.

Encouraged actions during your stay:

- Ventilate the accommodation regularly by opening windows at least 10-20 minutes in the morning and in the evening. Wash your hands thoroughly before and after each stage of cleaning. Use water and soap and rub for at least 20 seconds. If this is not possible, use a disinfectant containing at least **70% alcohol** (ideally hand sanitizer).
- Wash dishes with hot water or in the dishwasher at 60 °C
- Clean and disinfect surfaces and objects using wipes

Things to be avoided to prevent the virus to become suspended:

- Spraying cleaning products directly on surfaces
- Vacuum-cleaning floors • Using sponges and rags: use disposable wipes instead

Before departing:

It is important to wash and stow away the tableware, clean up the table and empty the dishwasher, empty and clean the refrigerator and freezer, clean the oven and the stove.

- Use the supplied bags to store all the linen (sheets, bathroom and kitchen towels, etc.).
- Group bags in the place specified by the owner.

SPECIFIC FEATURES PER ACCOMMODATION

LA POMMERAIE*****

Impasse du Lavoir
14340 Cambremer

Tourist tax: 1.20€
Security deposit: 2,500€
Included: Water, electricity
Chimney: Firewood available
Internet access
Rental for 15 people maximum

LA BOUILLERIE****

LE PRESOIR****

LE TRÉSOR****

Rue des Artisans
14340 Cambremer

Tourist tax: 1€
Security deposit: 1200€
Included: Water, electricity
Chimney: Firewood available
Internet access
The parking lot of Le Pressoir et La Bouillerie must be shared between the guests of both houses
Rental for 5 people maximum

LA ROULOTTE

Impasse des artisans
14340 Cambremer

Tourist tax: 1.80€

Security deposit 600€

Included: Water, electricity

Rental for 2 people maximum

Each party shall commit to agree and respect the clauses of the aforementioned terms and conditions. Each party shall accept the general rental conditions. In case of disagreement, all parties shall commit to resolve matters in an amicable way. Failure to do so will result in the lessor's court to judge the facts.