



# Terms and Conditions of Sale

La Maison du Meunier is intended for family rental use and is not suitable for group or institutional stays. The owners commit to informing tenants of the check-in procedure prior to arrival and after payment of the rental fee. A welcome booklet is provided to facilitate installation, stay, and regional discovery. Relations between owners and tenants are based on trust. Tenants agree to respect the rented property and return it in good condition. Under no circumstances may the tenant claim any right to remain in the premises beyond the agreed rental period, unless authorized by the owner. No modifications, deletions, or additions to the contract are accepted without mutual agreement.

## Reservation

The reservation becomes firm and final upon:

- Payment of a deposit equal to 30% of the total rental amount by card, bank transfer, or holiday voucher.
- Payment of the remaining balance no later than 10 days before the start of the stay, using the same payment methods. Failure to pay the balance by the due date will be considered a cancellation.

For bookings made less than 10 days before the start of the stay, full payment is required at the time of reservation.

If the tenant delays arrival, they must notify the owner and ensure the balance is paid by the original start date.

## Security Deposit

No formal security deposit is required.

However, if damage is found after the departure inspection, repair or replacement costs will be charged to the tenant. The amount will be determined by mutual agreement. In case of dispute, a professional estimate will be obtained either by the tenant before departure or by the owner during the final inspection.

## Arrival

Unless otherwise agreed, check-in is between 4:00 PM and 6:00 PM on the first day. Late arrivals must be communicated to the owner.

## Departure

Check-out is at 11:00 AM on the final day.

Tenants must leave the premises in the condition they found them, following the welcome booklet instructions: tidy belongings, return furniture to original positions, empty refrigerator, sort and dispose of trash, turn off heating or air conditioning, and return keys to the key box.

Used sheets must be placed in the provided laundry bags.

A mandatory cleaning service will handle cleaning and laundry.



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## Use of the Premises

Tenants must use the property peacefully and appropriately. The welcome booklet provides necessary information.

Tenants must maintain the sanitary, electrical, and heating installations.

Repairs due to negligence or misuse during the stay are the tenant's responsibility. The rental may not benefit third parties without prior owner approval. Subletting is strictly prohibited, even free of charge, and may result in contract termination. The full rental amount remains due.

Any defects or malfunctions must be reported to the owner promptly via phone, SMS, or email. Photos may be requested.

## Occupancy Limit

The number of occupants may not exceed the maximum comfort capacity of 10 adults, unless agreed by the owner.

## Utilities

Water and electricity are included in the rental price within normal usage limits.

## Inventory and Inspection

Inventory and inspections are conducted before and after the stay by the cleaning service representing the owner. If damage is found, the owner will notify the tenant within eight days, and the deposit will be handled as described above.

Sheets are provided during the stay.

## Cancellation Policy

**By the tenant:** All cancellations must be communicated by letter or email.

Cancellation fees:

- More than 30 days before arrival: deposit refunded.
- Between 30 and 10 days before arrival: deposit retained.
- Less than 10 days before arrival: full rental amount due.

If the tenant does not arrive by 9:00 PM on the scheduled arrival date, the contract is void and the owner may re-let the property. Payments made will not be refunded.

Early departure does not entitle the tenant to a refund.

**by the owner:** Any cancellation by the owner before the stay must be communicated by letter or email. The tenant will be refunded immediately for all payments made, without prejudice to any further claims.

**Interruption during the stay:** No refunds will be issued.



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Cancellation insurance is available through your insurer.

**Force majeure or pandemic:** If a government decision prevents the tenant from traveling or the owner from providing the service, the stay will be postponed free of charge to a later date (subject to availability).

### Insurance

Tenants are responsible for any damage caused to the rented property. They must ensure the rental is covered by their home insurance policy under the “holiday rental” clause. If not, they must request an extension or take out a specific policy.

### Disputes

Disputes will be resolved amicably whenever possible. Failing that, they may be submitted to the competent courts.

### Personal Data Protection

Clients are informed that personal data provided during the contract may be processed. In accordance with Regulation (EU) 2016/679 (GDPR), each client has the right to access, rectify, oppose, delete, transfer, and limit the processing of their data. These rights may be exercised by contacting the owner.