

## **GENERAL RENTAL CONDITIONS 'LES TROIS L'**

Following the booking request and the e-mail contact, you will receive confirmation from us by e-mail for your stay at LES TROIS L. This will state the day of arrival and departure, costs and the holiday home or room. A traveller cannot claim any right to a different place of stay or a different period than stated on the confirmation form. Please check this carefully.

### **DEFINITIVE RESERVATION**

A request for a reservation is made exclusively via booking on the internet or by e-mail. For stays of 1 week, we request a prepayment of 70% of the amount. For bookings of less than 1 week or 4 weeks before arrival, the entire payment must be paid immediately via the bank. For shorter stays, the full amount must be paid. Please e-mail when you have made the payment, stating the names and dates of birth of each guest.

We reserve the right to cancel and rent the room to others as long as no payment has been received.

After receipt of the deposit by 'LES TROIS L', you will receive an email that your stay has been booked and your reservation is final. By making the payment, you indicate that you have read and approved the general terms and conditions of 'LES TROIS L'.

### **PAYMENT**

The remaining amount (30%) must be transferred to our bank account no later than 4 weeks before arrival.

If the payment obligation is not met, the reservation will be cancelled without any obligation to refund an already paid deposit.

Upon arrival, you must pay a tourist tax of €2.50/person. 'LES TROIS L' does not accept cheques and does not have a bank contact.

### **CANCELLATION/CHANGES**

If the tenant wishes to cancel the booking for any reason, the tenant must always confirm this to the landlord by email (even if this has already been communicated to the landlord by telephone, for example).

The lessor will charge the following amounts, depending on the date of written cancellation by the tenant:

- cancellation more than 2 months before the start of the rental period: free of charge
- cancellation between the 59th and the 30th day before the start of the rental period: 50% of the rental price
- cancellation less than 30 days before the start of the rental period: 100% of the rental price

If the tenant only announces on the start date or during the rental period that he will no longer be using the rented property, he will still owe the full rental price.

We advise our guests to take out good travel/cancellation insurance to avoid any loss if you want to cancel the trip.

## **ARRIVAL AND DEPARTURE**

Arrival times are scheduled from 4:00 PM to 8:00 PM. Late or earlier arrivals (for example to drop off luggage to visit the area) are subject to prior agreement. Departure times are scheduled in the morning before 10:00 AM. We offer neat accommodations and want to have the time to prepare everything hygienically and orderly for each guest.

## **DEPOSIT**

The deposit for the use of a gîte is 150 euros. This must be paid in cash upon arrival. You will receive this back upon departure if the following points are met.

- No damage has been caused to the room, home or furnishings.

- The key has been handed over.
- All bills from during the stay have been paid before departure.
- No bed linen / towels have disappeared or been damaged.
- All waste has been cleared away in the designated containers
- Kitchen inventory has been cleaned and tidied up. Fridge and dishwasher must be completely emptied.

! No deposit is required for the chambres d'hotes. Here too,

'LES TROIS L' has the right to charge costs for damage to the room / home or for missing or damaged bed linen and towels.

## OCCUPANCY

The gîte/room may only be occupied by the guests specified in the booking. If there are any changes, please let us know in good time (at least 14 days in advance). Visits from friends/family please in consultation.

## MINIMUM STAY

The holiday home must be rented for at least seven consecutive nights and the rental period runs from Sunday 4 pm to Sunday 10 am. Short stays may apply outside the holiday periods in consultation.

## PETS

Well-behaved pets are welcome and may only stay in the holiday home under strict conditions and with the permission of the owners. We do not accept dogs in the chambre d'hote. Under no circumstances should dogs be left in the lounges, in the bedrooms, by the pool, in the communal areas or alone. The tenant is responsible for his dog at all times. 15€/pet

## BREAKFAST/EVENING MEAL

Breakfast is served between 8:30 am and 10:00 am. See website for prices.

You can join us for dinner at a nicely set table 4 times a week. This is served at 7pm. Depending on the weather, meals are served inside or outside. If you prefer another day, If you wish to eat with us, this can be requested.

Meals must be reserved in advance and cannot be cancelled. There is a possibility to request a packed lunch.

In the open, communal barn, only drinks and food from 'LES TROIS L.' may be consumed.

During meals, you can choose a drink from the fridge. On the forms provided, you indicate what you choose and write down your surname and room name. No alcohol is served to minors. Disruptive behaviour due to excessive alcohol consumption is strictly prohibited. In this case, the owners can terminate the contract, without refund. Conviviality for everyone is paramount!!! Please do not place any personal items in the fridge.

## USE OF ACCOMMODATION

The accommodations at 'Les trois L' are neat and equipped with all conveniences. We therefore ask you to use everything with respect and to leave the accommodation as you arrived.

The supply of water, electricity and heating is included in the price of the rent. To keep it that way, and to respect the environment, we ask you to turn off the lights when you leave a room, not to let the water run unnecessarily and not to leave the doors and windows open unnecessarily when you use the heating. Even in the summer, it is important to close windows and blinds/curtains to ensure that the room/gîte remains fresh.

Please only throw toilet paper in the toilet and put other waste in the designated bin. Nobody wants to find a blocked toilet during their holiday!!!

Towels may only be used in the gîte, not in the garden or at the pool.

Do not put wet clothes or towels on the parquet

The bedrooms are not intended for doing laundry or consuming meals/drinks. You may eat at the designated table in your gîte and/or on

your terrace. Please always use a tablecloth when using the table. There are various places where it is pleasant to stay for a drink or a snack. Just think of the terraces, barns, the small living room... Please do not put food in the shared fridge.

In the open, shared barn, only drinks and food from 'LES TROIS L.' may be consumed.

Wi-Fi is available free of charge. When using the internet connection, the tenant is responsible for his downloads and visits. In the event of a request by the competent authorities, we will be obliged to provide the tenant's contact details.

Valuables (jewelry, multimedia devices, various means of payment, etc.) may not be left behind in the accommodation or in parked vehicles. The hosts decline all responsibility in the event of the disappearance of these objects.

Use of gourmet equipment, stone grill, deep fryer or Teppanyaki plate is not permitted in the home due to the fire alarm.

In the event of theft without traces of breaking and entering or due to negligence on the part of the tenant, e.g. by not locking windows and doors when absent, the tenant is liable for the damage suffered. Nothing may be attached to the walls or furniture (e.g. posters, decorations, etc.) to prevent damage.

All objects present in the home remain the property of the owner.

Furniture may not be moved in the room. The tenant has access to a TV, internet, dishwasher and all other household appliances. He can therefore not claim any financial or other compensation if one of these appliances is defective. He is therefore kindly requested to immediately report any defects to the owner. We will do everything possible to repair the defect as soon as possible

## SWIMMING POOL

The owner is not liable for accidents at or in the swimming pool. The use of glass at or in the swimming pool is also prohibited.

The swimming pool is open from 10:00 to 18:45. It is strictly forbidden to enter the area around the swimming pool during closing hours.

Children must ALWAYS use the swimming pool under the supervision of an adult.

Children who cannot swim must wear armbands and be accompanied by a parent or guardian over the age of 18.

Swimming diapers are mandatory for children who are not yet toilet trained. Please also throw these in a closed bag in the container and throw them in the main containers next to the road daily in warm weather.

Taking food and drinks around the pool is prohibited, as is applying sunscreen.

You are not allowed to go into the pool with clothes, underwear, shoes or towels. Wearing swimming pool clothes is mandatory. We allow wearing short boxer shorts. However, we prefer swimming trunks because people sometimes walk around in shorts all day and then dive into the pool.

Use and/or traces of glass at the pool are prohibited. There are unbreakable glasses in the living rooming. Drinks and food may not end up in the pool. Applying sunscreen in the pool is also prohibited. Please do not do this near the pool.

Please do not leave any items or waste lying around when you are not present.

Walking around/at the pool is not permitted. Diving is not permitted.

The owner can never be held responsible for any accidents in or around the pool.

The pool is heated seasonally (opening depends on the weather.)

## **LIABILITY**

**We are not responsible for accidents, injuries or illnesses that occur during a stay in or around the house. In addition, we are not responsible for the loss of personal belongings or valuables.**

**By accepting this reservation, it has been agreed that all guests or other invitees expressly acknowledge the risk of damage resulting from the use of the house.**

**The tenant remains legally liable for damage that he has caused, even if this damage is discovered after the end of the stay.**

**The tenant is legally liable for his/her (non) actions as well as the actions of his/her co-tenants and visitors, as well as for the damage they cause.**

**Complaints from the tenant that are the result of the rented property or inventory not being in accordance with the description on the site or the poor state of maintenance of the rented property or the garden upon arrival of the tenant must be reported to the owners within 2 hours of arrival.**

**We especially ask parents not to leave their own children alone on the property and to be especially attentive at the swimming pool and the pond. The tenant is responsible for any accidents.**

**The owner cannot be held responsible for temporary interruptions in the power, internet or water supply.**

**The owner is not liable for damage caused by natural disasters, natural disasters, nuclear disasters, attacks, strikes, acts of violence and coming into contact with an aircraft or parts thereof.**

**The holiday home is located on a 6 Ha property. If there is any odour or noise nuisance as a result of agricultural activities or the like, the landlord cannot be held responsible. The owner cannot be held responsible for temporary interruptions in power, internet or water supply.**

We therefore urge you to take out sufficient insurance. The tenant is requested to be insured for damage to third parties, such as liability insurance (family insurance)

## **SOCIAL MEDIA**

Photos taken by us can be used for marketing and/or on social media. If you do not want photos of you to be used by 'LES TROIS L', you must inform 'LES TROIS L' of this by email.

## **NOISE POLLUTION**

Les Trois L is a place where you can enjoy atmosphere, cosiness and peace. To guarantee the latter, we ask you to respect each other and not to make noise between 10 p.m. and 8 a.m. In the event of a conflict and/or complaint, we reserve the right to immediately terminate customers' accommodation agreement.

## **SMOKE-FREE**

'LES TROIS L' is a SMOKE-FREE domain. Smoking/vaping is NOT allowed in the gîtes/rooms, nor in the common areas (barn/open barn), the playground or at the swimming pool. The owners have the right to ask for a fine of €100 for violations. 'LES TROIS L' is a beautiful domain. We ask you to preserve this beautiful piece of nature and not to throw cigarette butts or rubbish on the ground. You can ask for an ashtray for your terrace at your own gîte.

## **EMERGENCY NUMBERS**

In case of emergency, notify the emergency services

- 18 fire brigade
- 15 Ambulance/Samu
- 17 Police



In your accommodation you will find a document with all the emergency numbers and important addresses (doctor, chemist, baker, shop, etc.).

WE THANK YOU FOR MAKING EVERYONE'S STAY AS  
PLEASANT AS POSSIBLE!