



General terms of service Rules and regulations

Dear guests,

Please take a moment and familiarise yourself with the following general terms of service concerning your booking and your stay.

General terms of booking and cancellation

A booking is only effective once it has been confirmed by us in writing either by mail or post. Please remember that due to the layout of the premises and to guarantee the peacefulness of the stay of our guests, children under 16 are not admitted.

- A 50% deposit will be asked at booking, payable by wire
- The balance is payable upon check out for a 1 to 2 night stay, and on the 3rd day for longer stays
- If a wire could not be made because of a late booking, the deposit will be payable upon arrival.
- On site payments can only be made in cash or with a check from a French bank, our guest house does not have a card payment system.
- In case of cancellation of your stay up to 8 weeks before your stay, we refund your deposit fully by wire
- In case of cancellation between 8 and 4 weeks before your stay, we refund only 30% of your deposit, the balance being kept as compensation
- In case of cancellation between 4 and 1 week before your stay, 100% of the deposit will be kept as compensation.
- In case of cancellation less than one week before your stay, or by failure to show up, the total amount of the booking will be due upon cancellation as compensation
- Please note that pets are not authorised on the premises. In case of a departure due to the refusal of your pet, there will be no refund.
- Should the stay be shortened, the full stay will be charged. Supplementary services not yet used will be reimbursed.
- If the client gives no sign before 8pm the first day of reservation, the booking is considered null and the accommodations become available again.

Rules and regulations

Hours

- Check-in takes place between 5pm and 8pm. Please respect this schedule, unless otherwise agreed with us
- The day of departure, the room must be cleared at 11am at the latest
- Breakfast is served between 8.30 am and 10 am, on the terrace or in the dining room, depending on the weather

- Our guests are hosted in our family home, which is closed after 11pm. Should you come back after 11pm, please advise us before leaving.
- The swimming pool may be freely accessed during the hours posted in the rooms
- The hours of access to the sports room are posted at its entrance
- Access to the SPA (hammam or sauna) is possible by reservation and at the stated rate. Guests must strictly respect the posted instructions and are sole responsible for their physical ability to use it.

Rules and regulations

- Smoking is strictly forbidden on all premises of Bastide des Enquêtes. Failure to respect this rule can lead, after a first reminder, to the cancellation of the stay without reimbursement.
- For everybody's peacefulness, only our paying guests may be admitted on the premises.
- Our guests may respect the peacefulness of the premises and use them in compliance with their intended use. No meal or alcoholic beverages may be taken into the rooms. Guests commit to give the rooms back in perfect state. They may declare any damage caused by them and accept to be charged for the repairs.
- Picnics are not allowed on the grounds
- Bath towels are supplied exclusively for the pool and SPA. Bathroom towels may be used in the bathroom only. Bathrobes are provided in the rooms upon arrival.
- We don't take any responsibility in case of loss or theft.
- Beverages and supplementary services may be charged by the owner at the end of the stay
- Tourist tax is a local tax that guests must pay to the owner who transfers it to the Treasury
- Table d'hôte by reservation

The present general terms of service, rules and regulations can be modified at any time, without notice. Acceptation and compliance with these general terms of service, rules and regulations are considered as acknowledged with the payment of the deposit.

