

## **GENERAL TERMS AND CONDITIONS FOR GUEST ROOMS**

### **PURPOSE:**

These general terms and conditions apply to the booking of stays in guest rooms at Mas Cauvy, 559 Chemin du Mas Cauvy, 30380 Saint-Christol-Les-Alès. They constitute the booking contract between SARL LE MAS CAUVY, which operates and manages the guest rooms of Mas Cauvy, and the client for a stay in a guest room. Acceptance and compliance with these terms are confirmed upon payment of the deposit. The owner, Sophie Boeckler, commits to offering guests a warm welcome, ensuring a pleasant stay, and helping them discover the region.

### **DURATION OF YOUR STAY:**

This contract, accepted by the client, is concluded for a fixed duration as determined at the time of booking. Under no circumstances may the client claim any right to remain on the premises beyond the agreed period unless explicitly agreed upon by the owner.

### **OUR RATES:**

The prices listed on this site are in Euros (€), inclusive of VAT, per room and per night, based on the number of people and selected dates. All taxes are included in our rates. Breakfast is included. The tourist tax will be added to the final bill. Rates and offers are subject to availability at the time of booking and may not be extended for future bookings. Non-contractual conditions, prices, and offers may change without notice.

### **RESERVATION:**

All reservations must be confirmed in writing (email or letter) and accompanied by a deposit of 30% of the total stay, with a minimum of one night per reserved room. Deposits are non-refundable and will be deducted from the final bill upon departure. Deposits must be paid within 10 days of the booking request and will be cashed upon receipt. The reservation is recorded and confirmed once the deposit is received. Payment of the deposit implies acceptance of these general terms and conditions. Without payment of the deposit within the specified time, the reservation is not confirmed, and we reserve the right to reallocate the rooms.

### **PAYMENT METHODS:**

Accepted payment methods: cash, check, bank transfer, and credit card.

- Bank checks: from a bank domiciled in France (payable to SARL LE MAS CAUVY).
- Bank transfer: (in Euros only) to SARL LE MAS CAUVY's account (bank details available upon request). Transfer fees are the sole responsibility of the sender. The balance of the stay, along with any additional services not mentioned in this contract, must be settled the day before departure at the client's initiative.

### **TOURIST TAX:**

The tourist tax is a local tax that must be paid by the client to the owner, who will then remit it to the relevant authorities.

### **RESERVATION MODIFICATION AND CANCELLATION:**

Any modification or partial/full cancellation of a reservation must be requested directly from our establishment by mail or email. The request will only take effect once Mas Cauvy confirms acceptance in writing.

- If cancellation occurs more than 30 days before arrival, the deposit will be refunded.
- If cancellation occurs less than 30 days before arrival, the 30% deposit is retained. However, the client may reschedule their stay within six months of the initial booking, subject to availability.
- If the client does not show up by 8 PM on the scheduled arrival day without prior notice, the contract is void, and the owner may reallocate the rooms. The deposit remains with the owner, who reserves the right to claim the full accommodation cost.
- If the stay is shortened, the full cost of the stay remains due.
- If Mas Cauvy must cancel a reservation before the stay begins, the client will be informed by mail or email and will be refunded immediately for any payments made.

Please note that our rates do not include cancellation insurance. We strongly recommend purchasing one.

### **LIABILITY:**

The client confirms that they are covered by personal liability insurance for themselves and their family. Children remain the sole responsibility of their parents during their stay at Mas Cauvy. The use of the swimming pool is at the client's own risk. The client agrees to leave the guest room in perfect condition at the end of their stay and to report and financially cover any damage they may cause. SARL LE MAS CAUVY disclaims all responsibility for theft, loss, or damage to personal belongings, as well as for any injuries or damages occurring on the property, regardless of the cause. Lost items left in the room after departure can be sent to the client upon request and at their expense.

**CHECK-IN TIME:**

Guests must arrive between 4 PM and 7 PM on their scheduled check-in day.

**CHECK-OUT TIME:** Rooms must be vacated by 10:30 AM on the departure day. Any late departure beyond this time will incur an additional night's charge.

**ROOM CHANGES:**

Mas Cauvy reserves the right to change the allocated room to another of the same or higher capacity, without entitling the client to any compensation. The booking price remains unchanged.

**OCCUPANCY:**

This contract is established for a specific number of guests. If the number of guests exceeds the agreed number, the owner reserves the right to refuse additional guests. This refusal cannot be considered a modification or breach of contract. If the client chooses to leave due to this, no refund will be granted. In some cases, an extra bed may be provided at an additional cost.

**BREAKFAST:**

Breakfast is served daily between 8:30 AM and 9:30 AM on the terrace near reception or in the reception hall, depending on the weather.

**PET POLICY:**

Pets are not allowed, except for service animals (guide dogs). If the client does not comply with this policy, Mas Cauvy reserves the right to refuse entry, which cannot be considered a modification or breach of contract. No refund will be granted in such cases.

**HOUSE RULES:**

All guests are expected to respect the house rules to ensure a peaceful environment for everyone.

- Quiet hours: from 10 PM to 8 AM.
- Smoking is strictly prohibited inside all guesthouse areas, including the balcony and terrace.
- Disrespectful behavior towards other guests or facilities may result in immediate cancellation of the reservation.
- Only guests staying at Mas Cauvy are permitted to use the common areas and the swimming pool.
- Please do not dispose of wipes or feminine hygiene products in the toilets (phytopurification system).

**SWIMMING POOL:**

The swimming pool is open from May to September (depending on the weather), from 10 AM to 8 PM. Access is restricted to the owners' family, close friends, and guests staying at the guesthouse and campsite. A pool regulation is displayed at the entrance and must be followed.

- Shoes and food are prohibited in the pool area.
- Guests must shower before entering the pool.
- Running, diving, jumping, or pushing others is forbidden.
- Children under 12 and non-swimmers must be accompanied by an adult.
- All pool users must be covered by liability insurance. SARL LE MAS CAUVY and the owners decline all responsibility in case

**INTERNAL REGULATIONS:**

The internal regulations are displayed at reception and available upon request. Guests must read and comply with these rules, as well as the general terms and conditions, under penalty of contract termination. The swimming pool rules are displayed at its entrance. These regulations and general terms are also available on our website.

**DATA PRIVACY:**

The information provided during your reservation is confidential and will never be shared with third parties. In accordance with data protection laws, you have the right to access, modify, or oppose the processing of your personal data. Requests should be made in writing of an accident or drowning.

**COMPLAINTS:**

Any complaints following a stay must be submitted in writing and sent by registered letter with acknowledgment of receipt within 20 days of departure. The mediator for consumer disputes is:  
CM2C - 14 Rue Saint Jean, 75017 Paris - [cm2c@cm2c.net](mailto:cm2c@cm2c.net).

**APPLICABLE LAW – LANGUAGE:**

These General Terms and Conditions and any resulting transactions are governed by French law. They are written in French, and in case of translation, only the French text prevails in case of dispute.

**MODIFICATIONS:**

These terms and conditions may be modified at any time without prior notice. Acceptance of these terms is confirmed upon payment of the deposit.