

## Reservation Information

### Booking confirmation

Your stay can only be guaranteed once a valid credit card has been submitted. Once your credit card information has been verified, a written confirmation of your booking will be sent to you.

## Terms and conditions

### Payment of outstanding balance

Final payment can be made by credit card, in cash or via bank transfer. Should you prefer a wire transfer, full payment will be required 4 weeks before your holiday. If payment is not received within this time limit, The management reserves the right to re-let your holiday booking. Food, drink and other services can of course be settled at the end of your stay.

### Change of rooms

If required, Management reserves the right to change the room initially booked by the guest for a room with the same or greater capacity. No additional fees shall be charged by either party.

### Capacity

This contract has been agreed upon for a set number of guests. If this number is exceeded, Management reserves the right to refuse the extra guest(s). This refusal cannot be deemed a change or termination of the contract by Management and no refunds will be granted in case the guest decides to leave.

### Animals

Animals are not allowed unless agreed at the time of booking. By dishonouring this clause Management's refusal to accept animals cannot be deemed a change or termination of the contract and no refunds will be granted if the guest decides to leave.

### Check in and check out time

Check in time for rooms and L'Eglantine is between 17h00 and 19h00.  
For the Cabanon the check-in time is between 13h00 and 15h00  
On the day of departure, guests are kindly requested to vacate their accommodation by 10am.

### Rules of conduct

We kindly request our guest to exercise proper conduct while staying with us and, above all, respect the peace and quiet of the other guests.

In addition, smoking is not permitted anywhere inside the buildings.  
Our guests agree to comply with the rules and regulations outlined in the rooms and in these terms and conditions.

The guests further agree to leave the rooms in a proper state at the end of their stay and to declare and pay for any damages that they are responsible for.  
Children staying at La Colombière du château are the sole responsibility of their parents or parental guide.  
Further we cannot be held responsible for any belongings that are lost or stolen.

## Cancellation policy

We recommend that take out your own holiday/cancellation insurance policy. Cancellations must be made in writing to the management by email and have only validity once confirmed by a return mail.

### Room:

If a cancellation is made within **30 days** of the intended beginning of your stay your deposit of 30% will be non-refundable.

If a cancellation is made within **48 hours** of the intended beginning of your stay the balance of the entire stay will be due.

### Cottage or Cabanon:

If a cancellation is made within **60 days** of the intended beginning of your stay your deposit of 30% will be non-refundable.

If a cancellation is made within **30 days** of the intended beginning of your stay the balance of the entire stay will be due.

We will endeavour to re-let the accommodation should a cancellation occur. If we should succeed, we will refund the cost of your holiday minus a deposit of 30% or a days room rate. If we cannot do this, full payment for the holiday will be expected.

If the guest does not show up before 7pm on the scheduled day of arrival, this contract becomes void and Management has the right to rent out the room(s). The deposit is forfeited and Management reserves the right to claim payment for the outstanding balance.

If a stay is shortened, the price of the entire stay will be billed and extra services that have not been used will be refunded.

## Policies on children

For the purpose of this agreement and any discount offered, children are considered guests between the ages of 2 and 12.

Children and minors staying at La Colombière du château are the sole responsibility of their parents or parental guides.

## Taxes

At "La Colombière du château" all prices quoted are inclusive of VAT.