

When making a reservation, staying at or visiting chambres d'hôtes Bijou de Dordogne, the following Terms and Conditions apply.

Definitions

- Bijou de Dordogne: a detached bungalow including an outdoor swimming pool in which 2 guest-rooms (chambres d'hôtes) are available for rental, with address Impasse des Plassas, 24220 Coux et Bigaroque Mouzens, France. Where in these conditions it says 'Bijou de Dordogne', it also means 'Chambres d'hôtes Bijou de Dordogne' and 'hostess'.
- Guest: the person who makes a reservation, rents, stays with or visits Bijou de Dordogne. Where in these conditions it says 'guest', it also means 'guests', 'tenant(s)', 'user(s)' and 'visitor(s)'.
- Hostess: the person or persons who, as owner or on behalf of the owner of Bijou de Dordogne, rent(s) out and manage(s) the chambres d'hôtes. Where in these conditions it says 'hostess', it also means 'host(s)', 'lessor(s)', owner(s), manager(s) and 'administrator(s)'.
- Booking: by an email from the hostess, confirmed stay in Bijou de Dordogne. Where in these conditions it says 'booking', it also means 'reservation'.
- Confirmed booking: a booking for which the 30% deposit has been received in time.
- Booking amount: the total amount or sum of the booking.
- Stay: the period from arrival until departure.
- Cancellation: the termination or revocation of the confirmed booking.
- Table d'hôtes: a multi-course dinner at Bijou de Dordogne, prepared by the hostess.

1. Accommodation

- 1.1 Bijou de Dordogne is described on the website www.bijou-dordogne.com.
- 1.2 The information on this website has been compiled with the utmost care, but there may be differences between the information presented on this page and the situation at Bijou de Dordogne at the time of the stay or visit of the guest. The guest cannot derive any rights from such differences.
- 1.3 Bijou de Dordogne is not responsible for information provided by third parties or placed on (web)pages other than www.bijou-dordogne.com and in or on other sources of information.

2. Rates

- 2.1 The room rates and tourist tax (taxe de séjour/verblijfsbelasting) are stated on the website www.bijou-dordogne.com.
- 2.2 The room rates include breakfast, use of linen, water and electricity.
- 2.3 The room rates do not include tourist tax (taxe de séjour/verblijfsbelasting).
- 2.4 The room rates are, if applicable, exclusive of VAT.
- 2.5 The room rates do not include the table d'hôtes, consumptions and services such as the washing and drying of clothes.
- 2.6 The rates are subject to change.
- 2.7 The rates agreed upon with a confirmed booking cannot be changed.

3. Reservation and payment

- 3.1 There is a minimum stay in Bijou de Dordogne. This is stated on the website www.bijou-dordogne.com.
- 3.2 A request for booking will be confirmed by the hostess by email, the so-called confirmation email. Only then there is an actual and confirmed booking.
- 3.3 In the confirmation email, the total price of the booking is presented and a deposit of 30% of the booking amount is requested. The deposit must be received within 7 days after the date of the confirmation email on the bank account of Bijou de Dordogne.
- 3.4 Only after receipt of a deposit of at least 30% of the booking amount and confirmation by email by Bijou de Dordogne, the booking will become a confirmed booking.
- 3.5 If the down payment is not received, not received in time and/ or not received completely, the guest room can be offered and rented out to third parties.

- 3.6 The remaining amount of the booking amount must be paid not later than the day of arrival. Meals, consumptions and other services must be paid before departure. Payment by credit or bank card is not possible. The prices of consumptions and other extra facilities can be checked on the price list, present in the kitchenette.
- 3.7 When making a reservation so shortly beforehand that the deposit of at least 30% of the booking amount cannot be credited to the account of Bijou de Dordogne before the arrival date, the total booking amount must be paid in cash at arrival.
- 3.8 All payments must be made in euros.
- 3.9 The hostess can deviate from these terms and conditions.

4. Arrival and departure

- 4.1 On the day of arrival, the booked room will be available to the guest from 4 p.m.; until 7 p.m. the guest can arrive without further notice.
- 4.2 When the guest expects to arrive after 7 p.m., the hostess must be informed before 2 p.m. on the day of arrival. Consequences of not informing the hostess in time are at the expense and risk of the guest.
- 4.3 On the day of departure, the guest must leave his (her) room before 10:30 a.m. with all his (her) luggage.
- 4.4 The guest must pay its outstanding bills before departure.

5. Table d'hôtes, own food & drinks and appliances

- 5.1 The table d'hôtes must be reserved at least one week in advance.
- 5.2 If no reservation for the table d'hôtes has been made, the hostess has no obligation to offer the table d'hôtes.
- 5.3 If the guest has reserved the table d'hôtes and does not attend the diner, the table d'hôtes will be charged to the guest's bill.
- 5.4 A vegetarian table d'hôtes is only served when this was requested when making the reservation for the table d'hôtes.
- 5.5 The table d'hôtes and breakfast will be served outside on the veranda.
- 5.6 It is not permitted to keep own drinks in the refrigerator in the kitchenette or in the kitchenette itself.
- 5.7 Only own food for a small snack can be stored in the refrigerator in the kitchenette.
- 5.8 It is up to the hostess to determine when the actual use of the kitchenette does not match the intended use; she can give instructions regarding this.
- 5.9 Connecting electrical cooking, heating and/or cooling systems or devices to the power network of Bijou de Dordogne is nowhere allowed.

6. Cancellation

- 6.1 In the event of cancellation of the confirmed booking, costs will be charged. The following terms and amounts apply:
 - a. If cancelled more than 8 weeks before the arrival date, no costs will be charged. A paid deposit will be fully refunded, minus 30 euro administration fee.
 - b. In case of cancellation from 8 to 4 weeks before the arrival date, 50% of the booking amount will be charged.
 - c. In case of cancellation from 4 weeks to the arrival date, 100% of the booking amount will be charged.
- 6.3 The guest will bear any possible bank charges involved in refunding any amounts.
- 6.4 The cancellation policy only applies when the hostess is informed about the cancellation by email. When this is not the case, the payment obligation of the reservation remains, and if paid, no deposit will be refunded.
- 6.5 The guest is responsible for arranging a travel and/or cancellation insurance. Bijou de Dordogne recommends doing so.
- 6.6 Departure before the booked departure date or shortening the length of the booking and/or stay - regardless of reason or cause and regardless when this is decided - does not lead to a refund of amounts already paid, neither to the cancellation or adjustment of the booking amount nor of outstanding costs.
- 6.7 The hostess can cancel the confirmed booking in the following cases: in case of force majeure, natural disaster, exceptional weather conditions, fire, hospitalization and / or disease of the hostess, partner or family of the hostess, and forced sale of the property.
- 6.8 In case of cancellation by the hostess, the amounts already paid by the guest for the room rent and/or table d'hôtes that cannot be used as a result of the cancellation by the hostess, will be refunded.
- 6.9 The hostess is not liable for any damage and or costs as a result of the cancellation by the hostess; such damage and/or costs cannot be recovered from the hostess.

7. Number of persona and age

- 7.1 The maximum number of persons per guest room is 2, of which 1 person must have the age of 21 years or older;
- 7.2 The minimum age of guest is 18 years.
- 7.3 Guests or visitors under the age of 21 without an accompanying person aged 21 years or older may be denied access to Bijou de Dordogne.
- 7.4 In case of doubt about the age, the hostess may ask the person for identification.
- 7.5 In case of violation of the above, the person (s) will be summoned to leave Bijou de Dordogne immediately.
- 7.6 Paid amounts will not be refunded in case of violation.
- 7.7 If the booking is made for 1 person and there is staying or wishing to stay a 2nd person with the guest, the stay of the 2nd person requires the approval of the hostess. The hostess will charge additional costs to the guest.

8. Safety

- 8.1 Smoking is forbidden in the guest rooms, all other inside areas, the main veranda and the parking area.
- 8.2 Open fire is not permitted anywhere.
- 8.3 The misuse of fire extinguishers and the disabling of smoke detectors is not permitted.
- 8.4 All facilities on the private property must be used by the guest with care and in accordance with the destination.
- 8.5 The guest is responsible for correctly locking the access doors of which the guest has received a key.
- 8.6 On the private property, motorized vehicles are only allowed on the dedicated gravel area; a maximum speed of 3 km/h applies.

9. Liability

- 9.1 Staying at, visiting or using facilities of Bijou de Dordogne, including the surrounding private grounds and swimming pool, is entirely at the guest's own risk.
- 9.2 The guest is legally liable for his (non) actions, as well as for injury, accident, damage, loss or theft caused by his / her (non) actions, even if this is determined after the end of the stay.
- 9.3 The guest accepts that he / she can under no circumstances invoke the hostess's liability for loss of income caused , injury, accide, damage, loss and theft of personal belongings or pet (s) of the guest during the stay as a result of the stay at Bijou de Dordogne, including the surrounding private grounds and swimming pool.
- 9.4 The hostess accepts no liability for loss of income caused to the guest, injury, accident, damage, loss and theft to / of personal belongings and pet (s) of the guest during the stay or as a result of the stay at Bijou de Dordogne, including the surrounding private grounds and swimming pool.
- 9.5 The hostess is not liable for malfunctions in and around the accommodation such as malfunction or breakdown of power-, Wi-Fi- and water supplies and technical installations nor for hinder from construction -, ground- and / or road works in or in the vicinity of Bijou de Dordogne.
- 9.6 It is the guest's own responsibility to arrange a liability insurance. Bijou de Dordogne strongly recommends doing so.
- 9.7 Damage to and loss of movable and immovable property of Bijou de Dordogne (including keys) must be reported immediately to the hostess.
- 9.8 The costs for the repair or replacement of the damaged or missing items or property caused by the guest, also when this is detected after departure, plus additional costs must be immediately reimbursed by the guest to the hostess on her first request.

10. Violation

- 10.1 The guest of Bijou de Dordogne must adhere to the Terms and Conditions and the House rules of Bijou de Dordogne.
- 10.2 The guest must follow the instructions of the hostess.
- 10.3 In case of violation of the Terms and Conditions and the House rules of Bijou de Dordogne, in case of inappropriate behaviour and failure to follow the instructions of the hostess, the hostess may deny the guest access to Bijou de Dordogne with immediate effect, without further notice and statement of reasons and without refund of payments made by the guest.
- 10.4 In case of non-compliance with the Terms and Conditions and the House rules of Bijou de Dordogne and in violation of the law - including illegal use of the internet - the hostess can report and / or call in the gendarmerie.
- 10.5 The administration of the hostess is decisive in mutual disagreement, unless the guest can prove the contrary.

11. Complaints

- 11.1 Complaints from the guest that result from the non-conformity of the rented with the description on the website or the state of maintenance of the rented property or the swimming pool on arrival of the guest, must be reported to the hostess within 24 hours of arrival.
- 11.2 The hostess strives to solve justified complaints, preferably in consultation with the guest; the guest cannot derive any rights from this.
- 11.3 Complaints reported 24 hours after the guest has noticed the situation of complaint will not qualify for a compensation or allowance.

