

TERMS AND CONDITIONS

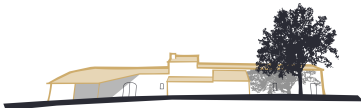
Chambre en pierre

Gîtes & Table d'hôtes

Blanquefort-sur-Briolance – Lot-et-Garonne – France

Version 2026.1

Effective date: 1 July 2026



CHAMBRE EN PIERRE

GÎTES & TABLE D'HÔTES

Welcome

Thank you for your interest in **Chambre en pierre**.

We are committed to providing our guests with a relaxing, comfortable and carefree stay.

To avoid misunderstandings and to clearly define the rights and obligations of both parties, these Terms and Conditions have been established.

By making a reservation, the lead guest confirms that they have read, understood and accepted these Terms and Conditions.

We wish you a wonderful and memorable stay at **Chambre en pierre**.

Robin & Ilse Boon

Chambre en pierre

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Article 1 – Definitions

For the purposes of these Terms and Conditions, the following definitions shall apply:

Owner

Chambre en pierre, located in Blanquefort-sur-Briolance (Lot-et-Garonne, France), represented by **Robin Boon**, hereinafter referred to as **the Owner**.

Guest

The natural person who makes a reservation or enters into a rental agreement with the Owner on their own behalf or on behalf of a group.

Lead Guest

The person who makes the reservation and is responsible for ensuring that all members of the party comply with the rental agreement and these Terms and Conditions.

Accommodation

The holiday cottage(s) (gîte(s)) offered by the Owner, including all associated facilities, grounds and shared amenities.

Reservation

A booking for accommodation confirmed in writing or by email by the Owner.

Rental Agreement

The agreement between the Owner and the Guest concerning the temporary recreational use of the accommodation.

Stay Period

The agreed period for which the accommodation has been reserved.

Article 2 – Scope of Application

2.1 These Terms and Conditions apply to all reservations, rental agreements and stays at **Chambre en pierre**.

2.2 By making a reservation, the Lead Guest confirms that they have read and accepted these Terms and Conditions. The Lead Guest is responsible for informing all accompanying guests of the contents of these Terms and Conditions.

2.3 Any deviation from these Terms and Conditions shall only be valid if confirmed in writing by the Owner in advance.

2.4 Should one or more provisions of these Terms and Conditions be found to be invalid, unenforceable or void, the remaining provisions shall remain in full force and effect.

Article 3 – Formation of the Rental Agreement

3.1 A reservation may be made by telephone, email or through the website. The Rental Agreement is concluded once the Owner has confirmed the reservation in writing or by email **and** the agreed deposit has been received.

3.2 The Lead Guest must be at least **18 years of age** and remains responsible for all accompanying guests throughout the entire stay.

3.3 The accommodation may only be occupied by the number of guests specified in the reservation. Overnight stays by additional persons are not permitted without the Owner's prior written consent.

3.4 The reservation may not be transferred or sublet to third parties without the Owner's prior written consent.

3.5 The Owner reserves the right to refuse any reservation request on reasonable grounds, including, but not limited to, previous serious breaches of the house rules, the provision of incorrect or incomplete information, or any other circumstances that may reasonably prevent a responsible and enjoyable stay.

3.6 The minimum stay is **three nights**, unless otherwise agreed in writing. During the high season, a minimum stay of **five nights** applies unless otherwise agreed in writing. The current high season dates are published on the **Chambre en pierre** website.

Article 4 – Payment

4.1 A deposit equal to **50%** of the total rental amount must be paid within **seven days** of receiving the reservation confirmation, unless otherwise agreed in writing.

4.2 The remaining balance of the rental amount must be received by the Owner **no later than 30 days prior to the arrival date**.

4.3 If a reservation is made within **30 days** before the arrival date, the full rental amount must be paid immediately at the time of booking.

4.4 If payment is not received on time, the Owner will notify the Guest in writing or by email and grant a reasonable period in which to fulfil the payment obligation.

4.5 If payment is still not received after this period, the Owner is entitled to cancel the reservation. The cancellation provisions set out in these Terms and Conditions shall remain fully applicable.

4.6 All rates charged by the Owner are stated in **euros (€)**. The rental prices apply to the stay period specified in the reservation confirmation. In accordance with the applicable tax regulations, **VAT is not applicable**.

4.7 Unless expressly stated otherwise, meals, beverages and optional extras are **not included** in the rental price.

4.8 Any additional charges and optional services, such as final cleaning, bed linen, a stocked refrigerator, pets or other supplementary services, are listed separately on the website and/or in the reservation confirmation and are not included in the rental price unless expressly stated otherwise.

4.9 Unless stated otherwise, the applicable tourist tax is included in the rental price.

Article 5 – Security Deposit

5.1 A security deposit of **€250.00** is required for every reservation.

5.2 The security deposit must be paid no later than the payment of the remaining rental balance.

5.3 Following inspection of the accommodation, the security deposit will be refunded **within two working days** after departure, provided that:

- the accommodation and its inventory have been left clean, undamaged and in good condition;
- all outstanding payments have been made in full;
- the accommodation has been used in accordance with these Terms and Conditions and the House Rules.

5.4 The Owner is entitled to deduct from the security deposit any costs arising from damage, missing items, excessive cleaning, or any other expenses resulting from non-compliance with these Terms and Conditions or the House Rules.

If the amount of the damage exceeds the security deposit, the Guest remains liable for the additional costs.

5.5 Any damage or defects discovered upon arrival must be reported to the Owner within **24 hours** of arrival. Failing such notification, the accommodation shall be deemed to have been accepted in good condition.

Article 6 – Cancellation by the Guest

6.1 It is the Guest's responsibility to arrange adequate travel insurance and/or cancellation insurance. The Owner strongly recommends that every Guest takes out appropriate insurance.

6.2 Any cancellation of a reservation must be submitted to the Owner in writing or by email. The date on which the Owner receives the cancellation shall be regarded as the official cancellation date.

6.3 After receipt of the initial payment, the Guest is entitled to a **14-day cooling-off period**, provided that the arrival date is more than **14 days** after the booking date.

During this cooling-off period, the reservation may be cancelled free of charge, and any payments already made will be refunded in full.

6.4 After the cooling-off period has expired, the following cancellation terms apply:

- If the reservation is cancelled **more than 30 days** before the arrival date, the deposit already paid shall be forfeited.
- If the reservation is cancelled **30 days or less** before the arrival date, the full rental amount remains payable and **no refund** will be made.

6.5 If the Owner succeeds in re-letting all or part of the cancelled stay, this shall **not** entitle the Guest to a full or partial refund of any amounts already paid, unless the Owner expressly agrees otherwise in writing.

6.6 If, at the Guest's request, a reservation has been rescheduled to another stay period, any entitlement to a refund shall lapse. Should the rescheduled reservation subsequently be cancelled, **no full or partial refund** shall be granted.

6.7 If the Guest does not occupy the accommodation, arrives later than planned, or leaves before the end of the agreed stay, no full or partial refund of the rental amount shall be due.

Article 7 – Cancellation by the Owner

7.1 If unforeseen circumstances oblige the Owner to cancel the Rental Agreement, the Guest will be informed as soon as reasonably possible in writing or by email.

7.2 In the event of cancellation by the Owner, all payments already made by the Guest will be refunded in full.

7.3 If the cancellation results from force majeure, the Owner's sole obligation shall be to refund the amounts already paid. The Guest shall not be entitled to any additional compensation.

7.4 If the cancellation is not the result of force majeure, the Owner will make every reasonable effort to offer a suitable alternative accommodation where possible.

If no suitable alternative is available, only the amounts already paid by the Guest will be refunded.

Article 8 – Force Majeure

8.1 Force majeure shall mean any unforeseen or unavoidable circumstance beyond the reasonable control of the Owner that makes the performance of the Rental Agreement impossible or cannot reasonably be expected.

8.2 Force majeure includes, but is not limited to:

- natural disasters;
- severe natural events;
- wildfires;
- floods;
- extreme weather conditions;
- nuclear incidents;

- war or threat of war;
- terrorist attacks;
- strikes;
- epidemics, pandemics or infectious disease outbreaks;
- government measures or restrictions;
- prolonged interruptions to electricity, water, gas or internet services caused by utility providers;
- serious damage to the accommodation;
- any other unforeseen circumstances beyond the reasonable control of the Owner.

8.3 In the event of force majeure, the Owner shall not be liable for any damage, costs, loss of enjoyment of the holiday, or any other consequences arising directly or indirectly from such circumstances.

Article 9 – Arrival and Departure

9.1 The accommodation is available from **4:00 p.m.** on the day of arrival, unless otherwise agreed in writing.

9.2 On the day of departure, the accommodation must be vacated **no later than 10:00 a.m.**

9.3 Guests are kindly requested to inform the Owner of their expected arrival time no later than the day of arrival, so that a warm welcome can be prepared.

9.4 If, due to unforeseen circumstances, the Guest expects to arrive significantly later than previously indicated, the Guest must inform the Owner as soon as reasonably possible.

9.5 If the accommodation is not vacated on time and this results in additional costs, the Owner reserves the right to charge these costs to the Guest.

Article 10 – Use of the Accommodation

10.1 The accommodation may only be used for recreational holiday purposes.

10.2 The accommodation may only be occupied by the number of guests specified in the reservation.

10.3 Children are welcome **from the age of 12 years.**

10.4 The accommodation, or any part of it, may not be sublet or made available to third parties without the Owner's prior written consent.

10.5 The Guest shall use the accommodation, its furnishings, inventory and grounds with due care, responsibly and in accordance with their intended purpose. The Guest shall treat the accommodation with proper care and is liable for any damage resulting from improper or negligent use.

10.6 The accommodation and its grounds may not be used for commercial photography, filming, workshops or any other commercial activities without the Owner's prior written consent.

10.7 The use of drones on or above the property is only permitted with the Owner's prior consent and in compliance with applicable French laws and regulations.

10.8 Charging electric or hybrid vehicles from any electrical outlet at the accommodation is only permitted with the Owner's prior consent. A charging fee will apply in accordance with the applicable rate at that time.

The use of extension leads, privately owned charging stations or any other charging equipment without the Owner's prior consent is strictly prohibited.

Any damage or costs resulting from non-compliance with this provision shall be borne entirely by the Guest.

10.9 Open fires are only permitted with the Owner's prior consent and in accordance with all applicable safety regulations. During periods of increased wildfire risk, the Guest must strictly comply with all instructions issued by the Owner and the French authorities.

Article 11 – Peace and House Rules

11.1 Chambre en pierre is a small-scale accommodation where peace, relaxation and mutual respect are highly valued. All Guests are expected to respect the peace, privacy and enjoyment of fellow Guests, the Owner and the surrounding area.

11.2 To ensure a pleasant stay for everyone, quiet hours apply between **12:00 midnight and 8:00 a.m.** During these hours, noise must be kept to an absolute minimum.

11.3 Parties, events, student parties, bachelor or bachelorette parties, or similar gatherings are not permitted.

11.4 The entire property may only be rented exclusively for a small private family gathering, such as a wedding anniversary, birthday, retirement celebration or similar occasion, with the Owner's prior written consent.

The Owner reserves the right to impose additional conditions in such cases.

11.5 Smoking is only permitted outdoors. Cigarettes, cigars, matches and other smoking materials must be fully extinguished and disposed of exclusively in the ashtrays provided.

11.6 The use of fireworks, sky lanterns, torches or any other fire-hazardous materials is strictly prohibited anywhere on the property.

11.7 Guests are also required to comply with the House Rules available in the accommodation. These House Rules form an integral part of the Rental Agreement, provided they do not conflict with these Terms and Conditions.

Article 12 – Swimming Pool

12.1 The swimming pool complies with the applicable French safety regulations and is fitted with a safety roller cover that meets the current French safety standards.

12.2 In principle, the swimming pool is available to Guests **24 hours a day**. Use of the swimming pool is entirely **at the Guest's own risk**.

12.3 Children may only use the swimming pool under the continuous supervision of a responsible adult.

12.4 The pool water is tested, cleaned and maintained regularly to ensure excellent water quality.

12.5 Guests are kindly requested to shower before using the swimming pool and to minimise the use of sunscreen, lotions and other personal care products in order to help maintain water quality.

12.6 During their stay, Guests are requested to remove larger debris from the swimming pool, or prevent such debris from entering the pool wherever possible, to ensure the filtration system continues to operate efficiently.

12.7 The Owner reserves the right to close the swimming pool temporarily if maintenance, weather conditions, safety considerations or government regulations make this necessary.

Article 13 – Pets

13.1 Well-behaved dogs are welcome, subject to the Owner's prior approval.

13.2 Pets are only permitted with the Owner's prior approval. A maximum of **one dog** is allowed in **gîte Monpazier**. A maximum of **two dogs** are allowed in **gîte Villeréal**.

13.3 Pets must not cause any disturbance or inconvenience to other Guests or neighbouring residents.

13.4 Pets must remain under the supervision of their owner at all times and may not be left unattended in the accommodation unless otherwise agreed in writing with the Owner.

13.5 The owner of the pet is fully responsible for any damage, contamination, nuisance or inconvenience caused by the pet.

13.6 Any additional cleaning or repair costs resulting from the presence of a pet may be charged to the Guest.

Article 14 – Electric Vehicles

14.1 Charging electric or hybrid vehicles from any electrical outlet at the accommodation is only permitted with the Owner's prior written consent.

14.2 A charging fee will be payable in accordance with the applicable rate in force at the time of charging.

14.3 The use of extension leads, privately owned charging equipment or any other electrical charging devices without the Owner's prior written consent is strictly prohibited.

14.4 Any damage or costs resulting from failure to comply with this Article shall be borne entirely by the Guest.

Article 15 – Table d'hôtes

15.1 Participation in the **Table d'hôtes**, breakfast service, lunch service and/or aperitif platters is entirely voluntary and available solely at the Guest's request.

15.2 The Owner will take known food allergies and dietary requirements into account, provided these have been communicated in advance. However, it remains the Guest's responsibility to provide complete and accurate information in good time.

15.3 Despite the utmost care in preparing all meals, it cannot be guaranteed that dishes are completely free from allergens or traces of allergens.

15.4 The Owner shall not be liable for allergic reactions or any other health-related issues resulting from incorrect, incomplete or late notification by the Guest regarding food allergies, intolerances or dietary requirements.

15.5 The Owner reserves the right to amend the menu or the composition of dishes if circumstances so require.

Article 16 – Liability

16.1 The Owner shall only be liable for direct loss or damage resulting directly from negligence or a breach of obligation attributable to the Owner, unless mandatory statutory provisions provide otherwise.

16.2 The Owner shall not be liable for any disruption, alteration or inability to fulfil the stay resulting from force majeure or any circumstance beyond the Owner's reasonable control, including, but not limited to:

- natural disasters;
- wildfires;
- floods;
- extreme weather conditions;
- nuclear incidents;
- war or armed conflict;
- terrorist attacks;
- strikes;
- epidemics, pandemics or infectious disease outbreaks;
- government measures or restrictions;
- acts of violence;
- or any other unforeseen circumstances beyond the Owner's reasonable control.

16.3 The Owner shall not be liable for inconvenience, noise or disruption caused by works or activities carried out by third parties, including municipalities, regional authorities, utility companies or other public or private organisations.

16.4 The Owner shall not be liable for temporary interruptions or failures of the internet/Wi-Fi connection, electricity, gas or water supply where such interruptions are beyond the Owner's reasonable control.

16.5 The Owner accepts no liability for the loss, theft or damage of luggage, personal belongings, money, documents or vehicles belonging to the Guest or accompanying persons.

16.6 The Owner shall not be liable for any costs or losses resulting from delays during travel to or from the accommodation.

16.7 Staying on the property and using all facilities, including the swimming pool, is entirely **at the Guest's own risk** and that of all accompanying persons.

16.8 **Chambre en pierre** is situated in a rural setting. The presence of insects, wildlife, pollen, leaves, dust, agricultural activities and other natural phenomena forms part of the character of the surrounding area and shall not give rise to any liability on the part of the Owner.

Guests are responsible for bringing and using suitable insect repellent where necessary.

Article 17 – Privacy

17.1 The Owner shall process only those personal data that are necessary for the performance of the Rental Agreement and the administrative handling of the reservation.

17.2 Personal data shall be processed with due care and in accordance with the applicable data protection legislation. Personal data will not be disclosed to third parties unless such disclosure is necessary for the performance of the Rental Agreement or is required by law.

17.3 The Guest has the right to request access to the personal data processed by the Owner and, where permitted by applicable law, to request the correction or deletion of such data.

Article 18 – Complaints

18.1 If the Guest has a complaint during the stay, it must be reported to the Owner as soon as reasonably possible, so that the Owner has the opportunity to resolve the matter promptly where reasonably practicable.

18.2 Complaints that are reported only after departure, but which could reasonably have been reported during the stay, shall not entitle the Guest to compensation or a refund.

18.3 The Owner shall carefully consider every complaint and will make every reasonable effort to reach a fair and satisfactory solution in consultation with the Guest.

Article 19 – Governing Law and Competent Court

19.1 These Terms and Conditions, together with all reservations, Rental Agreements and any other legal relationship between the Guest and the Owner, shall be governed exclusively by the laws of **France**.

19.2 Any dispute arising out of or relating to these Terms and Conditions or the Rental Agreement shall, to the extent permitted by law, be submitted exclusively to the competent court in **France**.

Article 20 – Final Provisions

20.1 The Owner reserves the right to amend these Terms and Conditions. For reservations that have already been confirmed, the version of the Terms and Conditions in force at the time the reservation was made shall remain applicable.

20.2 If one or more provisions of these Terms and Conditions are found to be invalid, void or unenforceable, the remaining provisions shall remain in full force and effect. The parties shall replace the invalid provision with one that reflects, as closely as possible, the purpose and intent of the original provision.

20.3 In situations not expressly provided for in these Terms and Conditions, the Owner shall act reasonably and in accordance with the applicable laws and regulations.

20.4 These Terms and Conditions shall enter into force on **1 July 2026** and replace all previous versions of the Terms and Conditions used by **Chambre en pierre**.

Signature

Chambre en pierre – Gîtes & Table d'hôtes

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Lot-et-Garonne – France

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