

**Terms and conditions Domaine Villoire, 166 Route de la Source, 46700  
Cassagnes - France**

Article 1. Legal responsibility of Esther Prook and Kees van der Wiel,  
hereinafter referred to as: the landlord

The landlord is not to be held responsible for any disturbance, change or impossibility of the client's stay if this is the result of unforeseen or insurmountable events beyond the control of the landlord, such as damage caused by natural forces, natural disasters, nuclear disasters, attacks, strikes, virus outbreaks, acts of violence or other unexpected events over which he has no control. The landlord cannot be held responsible for any inconveniences caused by the work of third parties, such as municipality, province, and so forth. Nor can the landlord be held responsible for interruption of supply of water and electricity, wifi access or otherwise if this is due to failure of the equipment, plumbing etc of the relevant public utilities. The landlord declines any responsibility for loss, theft or damage to luggage, personal belongings or vehicle, as well as costs arising out of failure to reach the accommodation on time caused by delay.

Article 2. Booking and prices

A reservation is effective from the moment the landlord has received both your request (by mail, phone or website) to rent the room(s) as well as the down payment. A booking implies that the client has read and agreed to the general terms and conditions stated here as well as the complete description of the room rented.

The landlord's prices are calculated in Euros and are per day or period as mentioned in the confirmation. VAT is not applicable here. Cost of meals and tourist tax are not included in the price.

Article 3. Terms of payment

A deposit of 25% of the rental price must be paid for each booking. This deposit is to be received by the owner within 7 days following the confirmation e-mail, unless otherwise agreed.

The remaining amount must be paid at least 7 days before the start of the stay.

Article 4 - Cancellation by the customer

Subscribing to a travel and/or cancellation insurance policy is the customer's own responsibility.

Any booking cancellation must be notified to the landlord by post or e-mail.

Refunds will be made in accordance with the rules below:

- Cancellation up to 3 months before the arrival date: the full deposit minus € 75.00 cancellation fee
- Cancellation up to 1 month before arrival date: 50% of the deposit minus € 75.00 cancellation fee
- Cancellation less than 1 month before arrival date: no refund

Should the tenant not use the room, or vacate it before the end of the period of rental, no refund will be made.

#### Article 5. Cancellation by the landlord

If due to circumstances the landlord has to cancel a rental agreement, the client will be instantly notified and the deposit will be refunded.

#### Article 6. Complaints and disputes

No complaint will be handled if it is not reported verbally within 24 hours of occupying the room and followed by a registered letter or e-mail of which receipt is confirmed. The same rule applies if something serious occurs during the stay.

If the tenant refuses to take possession of the room because the condition of the room does not correspond to what he can reasonably expect, he should immediately contact the landlord. Should it not be possible to reach an agreement, the tenant must have the complaint verified by a notary public in order to obtain an objective opinion.

The present contract has been drafted and should be interpreted according to Dutch law.

#### Article 7. Description of accommodation

All information on the website or the landlord's advertisements regarding the rooms and facilities has been provided truthfully.

However, all information regarding tourism and sports activities has been provided by third parties and is beyond the responsibility of the landlord.

#### Article 8. Arrival and departure

Rooms are available as of 4 pm.

Rooms should be vacated no later than 11:00 on the day of departure.

You need to contact the landlord about an hour prior to departure, as he will inspect the accommodation with you to see if there is anything damaged or missing, or if there is any damage to buildings and/or other facilities on the leased property.

If the tenant fails (or is unable to attend) to hand over the keys or the aforementioned inspection, the tenant shall be liable for any damage detected to the rented property and the tenant hereby declares that he acknowledges liability without notice of default being necessary.

#### Article 9. Maximum number of occupants per room.

A maximum of 2 guests will be allowed to stay in the accommodation provided. In the event that the maximum number is exceeded, the owner may dissolve the rental agreement with immediate effect without any form of restitution.

Article 10. Pets.

No pets are allowed in the rooms.

If the tenant does not comply with this rule, the rental agreement will be annulled with immediate effect without any refund.

Article 11. Cleaning / damages.

Upon leaving, the guest must leave the room neat and tidy.

In addition, the guest must indicate whether there has been any damage to household effects and/or buildings during his/her stay. If necessary, the landlord can claim damages from the guest.

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