

Welcome to BienViennue. These house rules help make everyone's stay pleasant, safe and respectful.

IMPORTANT

All members of the group are considered to have read these house rules and must comply with them. The lead guest, the person who made the booking, must ensure that every member of the group has been informed of the rules.

Last updated: 16 July 2026

1. General

- Check-in: from 6.00 pm.
- Check-out: before 12.00 pm on the day of departure.
- Our gîte is located in a quiet rural setting. Please respect the quiet hours between 10.00 pm and 7.00 am. Music must not be played outdoors after 10.00 pm and the noise level must be reduced considerably. You may sit together and talk quietly, provided this does not cause a disturbance. Before 10.00 pm, music and other noise must also be kept at a reasonable level.
- Smoking is not permitted inside the accommodation. Smoking is only permitted on the terrace, not in the garden. Always use an ashtray and be mindful of the fire risk when disposing of ashes.
- The gîte accommodates a maximum of 15 people. Additional guests are not permitted without prior approval.

2. Dogs

We want to ensure that both your stay and that of future guests remains pleasant.

- Dogs are only permitted when renting the entire accommodation and only after prior consultation with us. Other pets are not permitted.
- The dog must remain under the owner's supervision at all times and may not roam the grounds unattended.
- Our garden is not fenced. The dog must be accustomed to staying with its owner and may not leave the property.
- Dogs are not permitted on beds, sofas or other furniture.
- Prevent nuisance caused by barking or other disruptive behaviour.
- Droppings must be removed immediately by the owner.
- Any damage caused by a dog will be charged.

3. Use of the gîte and departure

- Cleaning: leave the accommodation clean and tidy. When booking, you choose either to clean the gîte yourselves or to have us do so for € 200. If you clean it yourselves, the house must be completely clean, including the floors, kitchen and sanitary facilities. If this is not the case, cleaning costs may still be charged.
- Kitchen: use all appliances and equipment only as intended. Damage caused by improper use may be charged.
- On departure, all dishes must be washed and everything returned to its original place.
- Sort and remove all waste and food leftovers in accordance with the instructions provided.
- Take care of all indoor and outdoor activities provided and use them only for their intended purpose.

- Report any damage, defects or missing items immediately so that any problem can be resolved before the next guests arrive. Damage caused by you or your group may be charged.

4. Equipment, furniture and facilities

- Handle all furniture, games, appliances and facilities with care, both indoors and outdoors. This includes the darts, table football, pool table, game consoles, badminton set and library.
- After use and on departure, check that all equipment, furniture, appliances, toys and accessories are clean, complete and in their original place.
- Return toys, such as balls and rackets, clean to the designated place. Costs may be charged in the event of negligence, loss or misuse.
- The Bluetooth speaker may be used anywhere. On departure, return it and its charger to their original place.
- Candles and all other open flames are prohibited both indoors and outdoors.
- Only toilet paper, in moderation, may be flushed down the toilet. Dispose of all other materials and products in the waste bin.
- Only fill coffee makers and kettles with water from the filter jugs. A filter jug is provided in every room; a large filtered-water tap is available in the communal kitchen.

5. Outdoor areas and barbecue

- Keep the garden and terrace tidy. Garden furniture may be moved but must be returned to its original place after use.
- The barbecue may only be used by guests staying in the gîte.
- On departure, thoroughly clean and degrease the barbecue grills, oven racks and ovens using the product provided and the available steel scourers. Brushing with a wire brush alone is not sufficient.
- Remove all ashes from the charcoal barbecue.
- These cleaning requirements also apply if you have selected the final-cleaning option.

6. Swimming pool

Please follow the rules below carefully to ensure a safe and pleasant swimming experience.

Access and use

- The swimming pool is only accessible to guests of BienViennue and may be used until 11.00 pm.
- After 11.00 pm, we place the pool robot in the pool and remove it again the following morning.
- Children may only use the pool under the constant supervision of an adult.
- Non-swimmers must always wear armbands or another flotation aid.

Behaviour

- Food and drinks are not permitted in or around the swimming pool.
- Sharp objects are prohibited in and around the swimming pool.
- Do not throw or kick balls against the plexiglass panels of the pool enclosure.

Enclosure and safety

- After use, the pool enclosure must be fully closed to ensure safety and water quality.
- In warm weather, only the middle section on the right-hand side of the pool enclosure may be slid open. All other sections must remain closed.
- Always close the door to the indoor pool properly after use to prevent unwanted access, especially by children.

Maintenance and responsibility

- The swimming pool is maintained regularly. Report any problem immediately.
- Use of the swimming pool is at your own risk. BienViennue cannot be held liable for accidents or injuries.
- Pool accessories and toys may be used but must be returned clean to the designated place after use.

7. Walk-through, contactability and access

- Upon arrival, we conduct a walk-through of the gîte and garden with the lead guest, the person who made the booking. During this walk-through, we explain the main points requiring attention.
- Upon departure, we conduct another walk-through to check for damage and verify that the house rules and points requiring attention have been observed.
- The lead guest must remain reachable by telephone throughout the stay on the number provided with the booking.

Access in the event of disturbance or emergency

- In the event of excessive noise, we will contact the lead guest immediately. If there is no response or the disturbance continues, we may come to the property and enter the outdoor areas to speak to the guests and put an end to the disturbance. This does not give us a general right to enter the gîte without permission.
- If there are indications that other rules are not being followed, we will first make contact and request access if necessary.
- Only in an emergency may we immediately enter the areas required to ensure safety, prevent serious damage, or investigate and resolve problems involving electricity, internet, water or other essential installations. Access will remain limited to what is necessary.

8. Safety

- Keep emergency exits clear at all times.
- The key to the relaxation-room door is handed over upon arrival and is the only key that may leave the property. Lost keys will be charged. Return the keys on departure.
- BienViennue is not liable for personal injury or loss of property during your stay.

9. Payments and cancellations

- Payment: follow the payment terms stated in your booking agreement.
- Cancellation: refer to our cancellation policy for more information. We recommend taking out travel insurance.

10. Other provisions

- Be considerate of fellow guests and our neighbours. Misconduct will not be tolerated.
- In the event of a serious breach of the house rules, we reserve the right to terminate the stay early without a refund.

Thank you for your cooperation. We wish you a wonderful stay at BienViennue. If you have any questions or need assistance, please contact us at bienviennue@gmail.com, +33 7 89 23 87 16, +33 6 8 84 91 08, or in person.

Jan & Annika