

General and Booking Terms and Conditions BienViennue

Last updated: February 4, 2025

Welcome to BienViennue! To ensure your stay and our collaboration are as smooth as possible, we have established the following general and booking terms and conditions.

By making a reservation, you agree to these terms and conditions.

1. Reservation and Confirmation

- A reservation is final once you have received written confirmation from us.
- For bookings, we request a 30% deposit of the total amount, to be paid within 7 days of receiving the booking confirmation.
- The remaining amount must be paid no later than 4 weeks before arrival. This also applies to any deposit.
- For bookings made within 4 weeks prior to arrival (=28 days), full payment is required upon reservation.

2. Arrival and Departure

- Arrival time: From 6:00 PM.
- Departure time: Before 12:00 PM.
- Earlier arrival or later departure is only possible with prior consent.

3. Use of the Accommodation

- The accommodation is exclusively available for the number of people as stated in the booking.
- It is not permitted to allow extra guests to stay overnight without permission.
- Damage to the property, the furniture or the garden, caused by the tenant, must be reported immediately. In certain cases, the damage may have to be assessed by an external agency. Afterwards, it will be agreed with the tenant when and how the damage will be compensated.

4. Deposit in Case of Rental of the Gîte

- Upon payment of the invoice, a deposit of €500 is requested, to be paid by bank transfer or in cash. This serves as security for any damage or additional costs.
- If there is no damage or additional costs, the deposit will be fully refunded within 14 days after departure at the latest.

5. Payment

- Payments can be made by bank transfer. Our bank details will be provided with the booking confirmation. In case of late payment, we reserve the right to cancel the reservation without refund of amounts already paid.

6. Liability

- BienViennue is not liable for loss, theft or damage to personal belongings of guests.
- Use of the gîte, garden and any facilities (such as a swimming pool) is entirely at your own risk.
- Our park garden is adjacent to the banks of the Vienne and there is no fence between the garden and the river. We ask our guests to take this into account and to be extra careful, especially with children. BienViennue is not liable for accidents or damage resulting from entering the river or its immediate surroundings.
- Swimming in the Vienne is entirely at your own risk. We advise guests to only swim when conditions permit and to always be careful with currents and water depth.

7. House Rules

- During your stay, the house rules as described in our separate BienViennue House Rules apply. Violation of these rules may result in termination of the stay without refund and possible compensation.

8. Force Majeure

- In case of force majeure (e.g. natural disasters, pandemics, fire), we reserve the right to cancel reservations. In such cases, the amount already paid will be fully refunded or an alternative will be offered.

9. Complaints

- Any complaints about your stay must be reported immediately during your stay, so that we have the opportunity to resolve them.
- Complaints reported afterwards can no longer be processed by us.

10. Contact Information

- If you have any questions about these terms and conditions or your reservation, please feel free to contact us:
 - Email: bienviennue@gmail.com
 - Telephone: +33 7 89 23 87 16 or +33 6 8 84 91 08

We thank you for your understanding and cooperation and look forward to welcoming you to BienViennue!