

House Rules BienViennue

Last updated: February 4, 2025

Welcome to BienViennue! We want to make sure your stay is as pleasant as possible. To achieve this, we have established some house rules. We appreciate you respecting these rules during your stay.

1. General

- **Check-in:** From 6:00 PM.
- **Check-out:** Before 12:00 PM on the day of departure.
- **Silence:** We kindly request you to respect the peace between 10:00 PM and 7:00 AM.
- **No smoking:** Smoking is not allowed in the accommodation. Smoking outside is allowed, but please use an ashtray and be mindful of the fire hazard when disposing of the ashes.

2. Dogs allowed under the following conditions

- Dogs are only allowed when renting the entire accommodation (the Gîte) and only after prior consultation with us. This is to ensure that both your stay and that of future guests remains pleasant.
- If your dog is allowed, the following rules apply:
- The dog must always remain under the supervision of the owner and may not walk around the grounds unattended.
- Our garden is not fenced, so your dog must be used to staying with its owner and may not leave the premises.
- Dogs are not allowed on beds, seats or other furniture.
- Make sure your dog does not cause any nuisance by barking or other disturbing behavior.
- Droppings must be cleaned up immediately by the owner.
- Any damage caused by your dog will be charged.
- Other pets are not allowed.

3. Use of the Gîte

- **Cleaning:** We expect you to leave the gîte tidy. Dishes, garbage and leftovers must be cleaned up. When booking, you choose: clean the gîte yourself or have it done by us for €200. If you clean yourself, we expect the house to be completely clean, including floors, kitchen and sanitary facilities. If this is not the case, we may still charge the cleaning costs.
- **Kitchen:** Use all equipment as intended. Any damage due to improper use will be charged.
- Take care of all the available activities (both indoors and outdoors) and their intended use.

- **Damage:** Report any damage or defects to us immediately so that we can repair them for the next guests. Damage caused by you or your party may be charged.
- **Maximum number of guests:** The gîte is suitable for a maximum of 15 people. Extra guests are not allowed without prior consent.

4. Use of Materials and Facilities

- We provide various indoor and outdoor facilities to make your stay as pleasant as possible. We kindly request you to handle all furniture, games and equipment with care, both indoors and outdoors. This applies to the darts, foosball table, pool table, game consoles, badminton set, library and all other amenities.
- After use, we ask you to put the materials back neatly and completely, so that other guests can also enjoy them. Any damage or loss must be reported. In case of negligence or misuse, costs may be charged.
- It is not allowed to burn candles or use any open flame, both indoors and outdoors.
- In the toilet, only toilet paper (in moderation) may be flushed. Other materials or products must be disposed of in the trash bin.
- Coffee makers and kettles may only be filled with water from the filter pitchers. A filter pitcher is provided in every room, and in the communal kitchen you will find a large water tap.

5. Outdoor Spaces

- **Garden and terrace:** Enjoy the garden, but keep it tidy. Furniture may be moved, but must be returned to its original place after use.
- **Barbecue:** The barbecue may only be used by the guests of the gîte, provided that it is left clean after use.

6. Swimming Pool

To ensure a safe and pleasant swimming experience for everyone, we ask you to carefully follow the instructions below:

- **Access & Use:**
 - The pool is only accessible to guests of BienViennue.
 - Children are only allowed to enter the pool under constant adult supervision.
 - Non-swimmers should always wear armbands or other flotation devices.
- **Behavior:**
 - No eating and drinking around the pool.
 - Sharp objects are prohibited around the pool.
- **Coverage & Safety:**
 - After use, the pool must always be covered with the provided cover to ensure safety and water quality.

- The door to the indoor pool must always be closed properly after use to prevent unwanted access, especially by children.
- **Maintenance & Responsibility:**
 - The pool is regularly maintained; please notify us immediately if there is a problem.
 - Use of the pool is at your own risk. BienViennue cannot be held liable for accidents or injuries.
 - Pool accessories and toys are free to use, but must be returned clean and in the designated place after use.

7. Safety

- **Fire safety:** Keep emergency exits clear and do not use candles or open flames indoors.
- **Keys:** The key to the door of the relaxation room is handed over upon arrival and is the only key that may leave the premises. Loss of keys will be charged. Upon departure, you must return the keys.
- **Accidents and loss of property:** We are not liable for personal injury or loss of property during your stay.

8. Payments and Cancellations

- **Payment:** Please follow our payment terms as stated in your booking agreement.
- **Cancellations:** See our cancellation policy for details. We recommend travel insurance.

9. Other Provisions

- **Respect for others:** Be considerate of fellow guests and our neighbors. Excessive noise or misconduct will not be tolerated.
- **Compliance:** In case of serious violation of the house rules, we reserve the right to terminate your stay prematurely without refund.

We thank you for your cooperation and wish you a fantastic stay at BienViennue. If you have any questions or need assistance, please do not hesitate to contact us via:

- E-mail: bienviennue@gmail.com
- Telephone: +33 7 89 23 87 16 or +33 6 8 84 91 08
- In person.