

## TERMS & CONDITIONS OF SALE

B&B Guest Room L'Olivier

9 rue de Crèvecoeur 60360 LIHUS

SIRET No. 441 581 485 00097

### 1. Purpose

These Terms & Conditions of Sale ("T&C") govern the booking and payment by the guest ("Guest") for stays in the L'Olivier B&B guest room ("L'Olivier"), as per the description provided on the website [www.Lolivier-lihus.fr](http://www.Lolivier-lihus.fr).

### 2. Booking – Length of stay – Cancellation policy

Bookings are confirmed upon payment of an amount equal to 100% of the reserved stay. Payment for the stay implies unconditional acceptance of these Terms & Conditions of Sale.

**For any cancellation made less than four days before the arrival date, no refund is provided.**

**For any cancellation made more than four days before the arrival date, 50% of the amount paid for the booking will be refunded.**

Reservations are exclusively made online on the [www.Lolivier-lihus.fr](http://www.Lolivier-lihus.fr) website. Guests are informed that they do not have a cooling-off period, in accordance with Article L.221-28 12 of the French Consumer Code.

Stays end automatically at the end of the reserved period, after which time Guests may not remain on the premises.

### 3. Check-In / Deposit / Check-Out

Guests may check in between 5 p.m. and 9 p.m. **A deposit of €100 excluding VAT must be left with the owner in cash on arrival.** This deposit will be returned on departure, on presentation of the keys/badge and on condition that no damage has been ascertained.

Unless otherwise agreed with the owner, the check-out time is before 12 noon. An additional charge may apply to check-ins or check-outs outside these times.

### 4. Price -Payment

The rates are featured on the [www.Lolivier.lihus.fr](http://www.Lolivier.lihus.fr) website and include all taxes, for one or two people, including the tourist tax and breakfast.

Minors or any additional persons are not accepted. The owner of L'Olivier reserves the right to cancel any stay in the event of non-compliance with this policy, without the Guest being able to claim any damages as a result.

Payment is made by credit or debit card online at the time of booking. Cards are debited by a specialised operator, and no card details are kept by L'Olivier.

Extras (light meals, drinks) are paid for at the end of the stay, by credit or debit card or in cash.

### 5. Pets

Well-behaved dogs are welcome at no additional cost. No more than two dogs are permitted. Guests are responsible for their pets and any damage they may cause.

### 6. Protection of personal data

L'Olivier respects the personal data of its Guests. Our Privacy Policy can be viewed online on the [www.Lolivier.lihus.fr](http://www.Lolivier.lihus.fr) website ("Privacy Policy" tab).

### 7. Miscellaneous

(a) These T&C are governed by the laws of France.

(b) Any complaints should be addressed to [contact@Lolivier.lihus.fr](mailto:contact@Lolivier.lihus.fr).

(c) As per Article L.612-1 of the French Consumer Code and subject to Article L.612-2 of same, if a Guest complaint has not been resolved within a period of two months, a Guest may request that it be resolved through mediation, within a period of less than one year from the written complaint submitted by the Guest to L'Olivier.

Any such request should be sent by postal mail to the Paris Mediation and Arbitration Centre (see [www.cmap.fr](http://www.cmap.fr) for more information), at 39 Av. Franklin Delano Roosevelt, 75008 Paris.