

# TERMS AND CONDITIONS OF SALE

Gîte l'Olivier  
9 rue de Crèvecoeur  
60360 LIHUS  
FRANCE  
SIRET n°441 581 485 00097

## 1. Purpose

These general terms and conditions of use ("T&Cs") govern the terms and conditions of the booking and payment by the customer (the "**Customer**") of stays in the Gîte l'Olivier (the "**Olivier**"), as described on the website [www.Lolivier.lihus.fr](http://www.Lolivier.lihus.fr).

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

The reservation becomes effective subject to the payment of an amount equal to 100% of the booked stay. The payment of the stay entails the unreserved acceptance of these General Terms and Conditions of Sale.

Reservations can only be made for a minimum stay of two nights.

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

**For any cancellation made more than four days before the date of arrival, an amount equal to 50% of the reservation is refunded.**

Reservations are made online, on the [www.lolivier.lihus.fr website](http://www.lolivier.lihus.fr). The Client is informed that he does not benefit from a withdrawal period, in accordance with Article L221-28 12° of the French Consumer Code.

The stay ends automatically at the end of the booked period, without the Client being able to claim any right to remain in the premises.

## 3. Arrival / Departure

Arrivals take place between 5 p.m. and 9 p.m.

Departures are to be made before 12 noon.

## 4. Prices - Rules

Prices are listed on the [www.lolivier.lihus.fr](http://www.lolivier.lihus.fr) website. They are inclusive of VAT, for one or two people, tourist tax included.

Minors, as well as any additional person, are not accepted. The owner of the Olivier reserves the right to cancel the stay in the event of non-

compliance with this provision, without the Client being able to claim any damages as a result.

Payment is made by credit card online at the time of booking. The credit card debit is carried out via a specialized operator, no bank card details being kept by the Olivier.

Any extras (snacks, drinks) are paid at the end of the stay, by credit card or cash.

## 5. Pets

PETS ARE NOT ALLOWED

## 6. Protection of personal data

L'Olivier respects the personal data of its Customers. The Privacy Policy can be found at [www.Lolivier.lihus.fr](http://www.Lolivier.lihus.fr). ("Privacy Policy" tab).

## 7. Final provisions

These T&Cs are subject to French law.

Any complaint should be addressed to [contact@lolivier-lihus.fr](mailto:contact@lolivier-lihus.fr).

If the complaint has not been resolved within two months, in accordance with Article L. 612-1 of the Consumer Code and subject to Article L.612-2 of the Consumer Code, the Client may submit a request for amicable resolution by mediation, within a period of less than one year from the date of their written complaint to L'Olivier.

This request should be sent to the Paris Mediation and Arbitration Center (all information on [www.cmap.fr](http://www.cmap.fr)), by post to 39 Av. Franklin Delano Roosevelt, 75008 Paris.