



GENERAL TERMS AND CONDITIONS OF SALE OF STAY IN A BEDROOM OF HOSTS

The present general conditions apply, without restriction or reserve, to any purchase of the services of booking a guest room and related services offered by the guest house to consumers and clients on the Suite en Terrasse.Cognac website.

Article 1 / Duration of the stay

The client designated in the present contract concluded for a fixed period may not under any circumstances take advantage of any right to remain in the premises.

Article 2 / purpose of the rental contract

Without any other mention stipulating particular elements, the rental of the room includes. Its occupation by the number of persons listed on the reservation

The booking fees

- The supply of bed linen, towels and soap
- breakfast
- Access to the common areas at the same time as the rooms
- Water and electricity consumption related to the equipment provided by Suite en Terrasse in Cognac.

- not included : battery recharging service for vehicles, services linked to the guest table, take-away sales service in particular.

The photos in the description are not contractual. We take particular care to ensure that the photos are in line with the proposed location. However, changes may occur between the time of booking and your arrival. Improvements are always in progress to adapt our offer to your expectations for your greatest pleasure.

Article 2a / Booking formalities

- deposit After receiving your reservation, we will send you a written confirmation by e-mail - or, if you do not have an e-mail address, by post - and invite you to pay a deposit within a maximum of two weeks (but more quickly if the reservation is made with less notice). Once this deposit has been received, the reservation becomes binding. By paying the deposit, you confirm your full





agreement with the specified terms and conditions of Suite en Terrasse à Cognac.

- Pre-payment: Suite en Terrasse à Cognac reserves the right to make a pre-authorization of the credit card until the date of arrival of an amount of 50% of the stay.

- Nota bene : Please note that without the payment of the deposit within the time limit, the reservation is not confirmed and that, consequently, we reserve the right to reclaim the rooms. The number of persons occupying the rooms must be in accordance with the description of the reservation and access to Suite en Terrasse is reserved for the persons specified in the reservation.

Article 3 / Cancellation of the stay by the client

Any modification is only possible after the agreement of "Suite en terrasse. Cognac" and may entail additional costs.

We inform you that in the event of cancellation of the reservation before the beginning of the stay, the client will be required to pay an indemnity as a penalty clause, fixed as follows

- if the cancellation occurs up to 7 days before the arrival date, the deposit will be refunded in full,

- if the cancellation occurs less than 7 days before the date of arrival, the totality of the payment will be retained by "Suite en terrasse. Cognac", unless we manage to re-let the room(s).

In case of early departure during the stay: the total payment of the reserved service is kept.

Article 4 / Insurance

Suite en Terrasse.Cognac will not accept any responsibility for loss, theft and/or damage or injury to property and/or persons on the property, however caused.

- Cancellation insurance

Please note that no cancellation insurance is included in our rates. It is therefore strongly recommended that you take out such insurance.





- Damage and liability insurance : The client is responsible for any damage caused by him/her. He/she must therefore check that his/her main home policy includes the holiday extension.

Similarly, the client must certify that they are covered by a civil liability insurance policy covering their own liability and that of the persons accompanying them.

Article 5 / Cancellation of the stay by the owner

If, before the beginning of the stay, the owner has to cancel the reservation, he must immediately inform the client by registered letter with acknowledgement of receipt. The client will then be immediately and fully reimbursed for the sums already paid. In addition, the client will receive compensation equal to the penalty that would have been incurred if the cancellation had been made by the client on that date.

Article 6 / Arrival time and departure time

Unless otherwise stated in the booking contract, the client must arrive on the day specified at the time of booking, at the earliest at 5 p.m. (time of availability of the rooms and handing over of the keys) and at the latest at 7.30 p.m. The client must give advance notice by telephone if he/she is obliged to arrive after this time (on +33 (0)7 80 38 54 76). As far as possible, please do not arrive after 9.30 pm.

The check-out time for the rooms is 10.30 a.m. at the latest.

Article 7 / Payment of the balance of the accommodation

The balance of the stay must be paid at the latest the day before departure, at the client's initiative.

Article 8 / Change of rooms

Without the client being able to claim any compensation, the owner reserves the right to change the room initially booked by the client for a room of the same or greater capacity. In this case, the cost of the reservation remains unchanged.

Article 9 / Pets

Pets are not allowed please note that we have a cat whose is present on the terrace and in the common areas.

Article 10 / Art of living and use of the premises





In order to guarantee the tranquillity of the premises and the comfort of the guests of Suite en Terrasse. Cognac, respect for a certain "art of living" is required of everyone. In particular, smoking is not permitted in the rooms or in the covered communal areas. Only the uncovered terrace is open to smokers and vapourists and, more generally, the client undertakes to respect the rules of good manners which will be indicated to him, those which are imposed on everyone when living in a community and the present general conditions of sale.

The guest undertakes to return the rooms and common areas in perfect condition at the end of the stay and to systematically declare - and to assume financially - any damage for which he/she would be responsible.

The attention of guests is drawn to the fact that minors on the property are under the sole and complete responsibility of their parents or persons having authority over them. They must remain in the presence of an adult for the duration of the stay.

Article 11 / Modification of the general terms conditions of sale

The present conditions of sale are modifiable at any time and without notice. The acceptance and the respect of these conditions of sale are considered acquired as soon as the deposit is paid, or the reservation is made by any other means of payment accepted by the owner of Suite en Terrasse

Article 12 / Data Protection Act

In accordance with the law n° 78-17 of January 6, 1978 relating to data processing, the files and freedoms, you profit from a right of access and of correction to the data concerning you. We undertake not to pass on the information you have provided to us to other companies or organisations under any circumstances.

Article 13 / Dispute settlement

In case of dispute, the competent court is the court of Angoulême (16).

