

Le Relais des Vignerons, Chambres d'Hôtes  
19 Rue des Commerces  
11200 Conilhac Corbieres  
Aude, France

## General Terms and Conditions

**Article 1 – Applicability** These general terms and conditions apply to every stay in our chambres d'hôtes. By making a reservation, the guest agrees to these terms.

### Article 2 – Duration of stay

Stays are strictly for tourism purposes and limited in duration. Under no circumstances can the guest claim any right to remain beyond the agreed period.

### Article 3 – Reservation

A reservation is only confirmed after a deposit of 30% of the total booking amount has been received.

### Article 4 – Balance payment

The remaining balance is due on departure. For reservations made within 14 days of arrival, the full amount is payable immediately at the time of booking.

For reservations made via third-party platforms (e.g. Booking.com), the payment terms of that platform apply.

### Article 5 – Cancellation by the guest

Cancellations must be submitted in writing or via email. The following cancellation fees apply:

- a) Cancellation up to 14 days before arrival: the deposit will be refunded minus a €10 administration fee.
- b) Cancellation within 14 days of arrival: the full booking amount is due.
- c) If the guest shortens their stay after arrival, the full booked amount remains payable.

Please note: our prices do not include cancellation insurance.

### Article 6 – Cancellation by the owner

If the owner is forced to cancel the reservation, the guest will be informed immediately in writing or by email. Any payments already made will be fully refunded.

### Article 7 – Arrival and departure

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Rooms are available from 4:00 PM (16:00) on the day of arrival.

Guests arriving after 7:00 PM (19:00) are required to notify the owner in advance of their expected arrival time.

On departure day, rooms must be vacated by 11:00 AM.

### **Article 8 – Tourist tax**

Room rates include all taxes, except for the local tourist tax (taxe de séjour). This must be paid to the owner on-site. The owner is responsible for forwarding this tax to the French tax authorities.

### **Article 9 – Use of guest facilities**

Guests are expected to respect the peace and to use the facilities, buildings, and furniture for their intended purpose. Rooms must be left in good condition.

Due to our location in the centre of a village, parties and loud noise are not allowed.

Quiet hours apply between 22:00 and 07:00. During these hours, guests are asked to keep noise to a minimum out of respect for other guests and neighbours.

Use of the swimming pool is entirely at the guest's own risk. Parents are always responsible for their children. Children are not allowed in or near the pool without supervision.

Guest rooms are located on the first floor and accessible by stairs. There are also some steps at the entrance and in the garden.

Any damage caused may be charged to the guest.

### **Article 10 – Capacity**

The agreement is valid for the exact number of guests stated in the reservation. If more people arrive than agreed, and no extra rooms are available, the owner may refuse access to the additional guests. This does not constitute a cancellation by the owner.

### **Article 11 – Minimum stay**

During high season (June, July, and August), a minimum stay of 2 nights applies to all rooms.

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#### **Article 12 – Additional beds and cots**

A baby cot (for children aged 0–2) is available upon request in Chambre Carignan at €7.50 per child, per night.

A foldable single bed (for children aged 3–14) is available upon request in Chambre Carignan at €15.00 per child, per night.

Children aged 15 and above are required to have their own room at the applicable room rate.

All cots and extra beds are subject to availability.

#### **Article 13 – Pets**

Pets are not allowed.

#### **Article 14 – Smoking and vaping**

Smoking and vaping are not allowed inside the house or guest rooms. They are permitted in the garden, provided it does not disturb other guests. Cigarette waste must be disposed of properly.

#### **Article 15 – Prohibited substances**

Possession or use of illegal substances is strictly prohibited. If discovered, the guest(s) will be asked to leave immediately, without any refund.

#### **Article 16 – Changes to terms and conditions**

These terms and conditions may be changed at any time without prior notice. The version in effect at the time of booking applies. By paying the deposit, the guest agrees to the terms and conditions.