

Manoir d'Astrée's General Sales Terms and Conditions.

The present conditions are to inform our guests of the terms and conditions for reserving and cancelling, as well as various responsibilities. The present sales conditions are subject to change at any time without notice. The acceptance and compliance with these conditions are in effect from the payment of the deposit.

Rates :

Prices shown are in Euros (€), V.A.T. included, and are equivalent to the rate of one bedroom per night, for two people and for the chosen date. Breakfasts are included in the indicated price. The rates and offers are upon availability at the time of reservation and may not be renewable for further bookings.

The conditions, rates and non-contractual offers are subject to change without notice.

An extra Tourist Tax : 0.83€ per day and per person (Adult only)

Reservation :

For any reservation booked a confirmation email is sent to the guest by the Manoir d'Astrée once the deposit payment has been received, representing

- 50% of the total amount of the booking with minimum of one night by Bank Card
- The total amount of the stay by Wire Transfer.

The received deposits are deductible from the final invoice on the day of the departure.

The payment of the deposit constitutes acceptance of these terms and conditions.

Payment methods:

The payment methods accepted are:

- Bank card – VISA, MASTERCARD, MAESTRO, AMEX. The cardholder expressly authorizes the Manoir d'Astrée to charge the amount of the deposit and the balance, if any agreed in these terms of sale.
- Bank wire transfer – The payment of the total amount of the stay can be made by wire transfer only in Euros on the Manoir d'Astrée's account (IBAN provided upon request). The wiring fees should be borne by the guest's account, including the fees charged by the Manoir d'Astrée's bank that are applicable for international transfers. The reservation will be considered firm only upon receiving the funds credited to the Manoir d'Astrée's bank account.

Modification to the reservation:

Any desire of change to the reservation must be made in writing and communicated to the Manoir d'Astrée, by mail or by email contact@manoirdastree-bordeaux.com. This change will take effect only when the Manoir d'Astrée will have confirmed to you its acceptance by mail or email.

Cancellation of the reservation:

Any partial or total cancellation request must be addressed in writing to the Manoir d'Astrée, by mail or email at contact@manoirdastree-bordeaux.com :

- If the cancellation is made over 21 days prior to the scheduled date of arrival, the deposit paid upon booking will be reimbursed in full by the Manoir d'Astrée less Bank charges.
- If the cancellation is made within 21 days prior to the scheduled date of arrival, the deposit will be retained by the Manoir d'Astrée.
- In case of a no-show or if the guest decides to leave the B&B before the end of the scheduled date, the Manoir d'Astrée reserves the right to invoice, claim or debit the total amount of the scheduled stay, including the reservation of additional scheduled services.

Any request for cancellation will be effective only when the Manoir d'Astrée will have expressly confirmed its acceptance by mail or email.

Cancellation by the Manoir d'Astrée :

For any cancellation by the Manoir d'Astrée in case of force majeure, this one pays the guest the amounts collected.

On the other hand, in case of abnormal behaviour of a guest during their stay (proven damage to the premises or equipment, complaints from other guests or neighbours ...), in addition to seeking recovery of damages, the owner reserves also the right to immediately terminate the stay of the guest, to keep the deposit already paid and to claim the full amount outstanding, regardless of the cause of termination.

Insurance :

The tenant certifies to be covered for any damage or degradation caused during his stay, through a liability insurance. The host undertakes to declare and take financial responsibility for any possible damage, which he could be responsible for.

Availability of the bedrooms:

The bedrooms are available on the scheduled date of arrival between 5:00pm and 7:00pm.

Vacating the bedrooms:

Bedrooms must be vacated on the day of departure no later than 11:00am. An additional day will be charged beyond that time.

Breakfast hours:

Breakfast is served in the breakfast room or, when time permits, on the terraces from 8:45am to 10:15am.

Pets :

Pets are not allowed, except for guide dogs.

Respect of the premises:

Parts of the Manoir that you have not been introduced to, as well as private areas are not at the disposal of guests. You are asked to respect the premises, including the bedrooms, in which eating is prohibited.

The use by guests of the open kitchen overlooking the breakfast room is not allowed.

All of the client premises (bedroom, lounges, breakfast room, etc ...) is strictly nonsmoking.

Children:

Children on the premises are under the sole responsibility of their parents. The pool and the wells not being monitored, the owners of the Manoir ask parents to be more vigilant in monitoring their children on the Manoir's entire property.

Way of life :

While staying at the Manoir, you first chose to share, just like our other guests, our home, which is not a hotel. While we are there to please you and make your stay a memorable one, we remain private individuals. Life in a private guest house is based on the respect of others, so do not do to us what you would not do in your own home. Beyond 10:00pm, think for example that others may be asleep and before 8:30 am some would be happy to sleep-in. Finally, be careful during your stay to leave bedrooms in perfect condition, thinking that after you other guests will visit.

The pool:

The pool is put in service as soon as nature permits its operation. As an indication, the pool is open usually from June 1st to September 30th. It may be open in season if tree pollination is complete and will be closed down in case of significant leaf fall. During the normal operating period, the pool is open from 11:00 am to 7:30pm but on request, if possible, these hours may be extended.

Personal belongings :

Le Manoir d'Astrée assumes no liability for theft, loss or damage to personal belongings of guests. If you forget belongings in the bedroom at the end of your stay, the effects cannot be mailed to the person concerned, even at their own expense.

Safety :

Only guests staying at the Manoir d'Astrée are allowed to use the common areas and especially the pool. Parents, friends and relatives of the guests staying at the Manoir, will, at the express invitation of the owners, enter inside the Manoir, but may not use the common areas and the pool.

Grant of jurisdiction :

This contract is governed by French law.

All disputes arising from this contract, concerning either its validity, interpretation, execution, termination, their consequences and their developments will be submitted to the competent courts under the common law conditions.