

Terms & Conditions

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TERMS & CONDITIONS

Terms and Conditions for La Maison de Papillon, Chambre d'Hôte

Thank you for choosing to book with us at La Maison de Papillon. We look forward to welcoming you and helping you enjoy your stay. When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Prices : The price includes accommodation plus any board indicated. Unless clearly stated on the booking form all extras such as additional meals are additional. We accept the following forms of payment: cash, French cheque or UK Bank transfer. We ask for a Deposit of full payment for your first night's stay to be made as a confirmation of booking. This deposit is non-refundable unless under exceptional circumstances. There is a tourist tax in France, taxe de sejour. This is a tax that is set each year by the region for each person on a daily basis. This tax is paid to us then we take it directly to the tax office in Laissac. We make no profit from this tax.

Children : Well behaved children are welcome. There is no charge for children under the age of 3 years old. We can provide cot facilities if requested in advance.

No Smoking Policy : La Maison de Papillon is **completely non-smoking**. No smoking is permitted in any bedrooms, on our terrace or anywhere inside the building.

Breakfast : Breakfast is included in the price and is served from **8.00am to 9.30am**.

Pets : Pets are not permitted in the house. However, if you are travelling with a well behaved dog, you can walk your dog in our grounds. Please use a doggy bag.

Table d'Hôte : Dinner is offered at La Maison de Papillon on Sunday and Monday evenings at 8pm (unless otherwise arranged in advance). We ask that dinner is booked 2 days in advance. You must inform us of any special dietary preferences or requirements at the time of booking. An optional Supper is available from Tuesday to Saturday evenings from 8pm to 9pm. Supper can be booked on the morning of the evening requested. You can pay for any Dinners or Suppers at the end of your stay when checking out.

House Rules : If you are using the guest lounge or playing music in your room from 10pm onwards please do so quietly in respect of the other guests staying. If you return to La Maison de Papillon after 10pm in the evening, we ask that you enter the house quietly. Our guest lounge is a shared living area. Please negotiate use of facilities with other guests when possible.

Parking : We provide off-road parking, however vehicles are left at your own risk.

Health Insurance : All guests staying at La Maison de Papillon must have Health Insurance. A European E11 card will cover around 80% of the costs of any health care required. If you have any illnesses or allergies please inform us prior to your visit so we can make appropriate arrangements.

Cancellation and Insurance : When you make your booking and we have received the required deposit, a legally binding contract exists between us that is non-cancellable and non-refundable, except in exceptional circumstances. You may still remain liable to pay in full or in part for the booking, even if you are unable to take your holiday. Even where you have not paid in full at the time of cancellation, you will remain liable for the full cost. If for some reason you do need to cancel, it is important that you tell us at the first opportunity so that we may attempt to re-let your room and minimise your loss. For cancellations made up to 28 days before your booking you will not be liable for the total balance. For cancellations made after this time or by failing to take up the booking without cancelling you will be liable for the total amount, unless we are able to re-let your room. Cancellations must be put in writing by letter or by email. We will acknowledge receipt of your cancellation by return. Please do not consider your booking cancelled until you receive our confirmation. For this reason you may wish to take out cancellation insurance.

Non-availability : We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

Arrival : Your accommodation is available to you from **5pm** on the day of arrival, unless otherwise arranged. Please let us know if you plan to arrive after 9pm.

Departure : Please be ready to leave your accommodation by **10.30am** on the day of departure, unless otherwise arranged.

Entrance Door : You will be provided with a front door key on arrival. The front door must be locked upon entering and leaving the premises. If you lose your set of keys during your stay, you will be asked to pay a replacement cost of **25euros**. This price covers the cost of having new keys cut.

Accessibility : There are 4 steps from the entrance to the front door. All bedrooms are on the first floor accessed by a staircase. We do not have a lift.

Damages and Breakages : Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of **50euros** if you did not report this.

Liability : We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or contractors whilst acting in the course of employment. **We ask you not to walk around the old buildings in our grounds.** We do not accept liability for any potential injury caused if you walk into the old buildings or undesignated areas.

Termination of your booking : We reserve the right to terminate your booking immediately without being liable for any refund or compensation where you engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.

Data : Any data gathered during the course of this booking may be held on computer but will not be shared with any other parties.

Low season at La Maison de Papillon; 1th January to 31st May
1st October to 31st December

High season at La Maison de Papillon; 1st June to 30th September
We do not increase our room rates over the **Festive Period**. However, the Dinner option / Table d'Hote for Christmas Day and New Year's Day will reflect the content of the meal and will therefore be priced accordingly.

We look forward to welcoming you to La Maison de Papillon.