

## General sales conditions - Domaine de Biamont

### **1. Price**

The price of the stay is indicated in euro, VAT included.

There is no tourist tax.

At the time of booking, the total price of the reservation must be paid unless expressly stipulated.

Included in the price of your stay:

- Bed linen
- Towels
- Consumption of water, electricity, gas and wood (ecological use)
- Use of the jacuzzi & sauna

### **2. Payment and reservation**

The following payment methods are accepted:

- Online reservation: Bancontact, Mastercard, Visa, American Express.
- Payment on site: Bancontact, Mastercard, Visa, American Express, Payconiq or Cash.

### **3. Modification or cancellation**

In the event of modification or cancellation of your reservation, you will be asked to make a written request, preferably by email. Your reservation code must be mentioned in the subject of your email.

- Cancellation by you before your stay:

For each cancellation, the following provisions will apply:

- In the event of cancellation more than 48 hours before the arrival date, the entire amount paid will be refunded excluding administration fees of €25.
- In the event of cancellation within 48 hours prior to arrival, interruption or non-fulfillment of the stay, the entire price of the reserved stay will be due.
- Cancellation of the reservation by Domaine de Biamont, before your arrival:

The management reserves the right to cancel your stay for reasons specific to its activity and/or security in the event of a pandemic or weather alert. In this case, the stay will be postponed to a later date or the entire amount will be refunded without any compensation.

#### **4. Withdrawal**

The legal provisions relating to the right of withdrawal in the event of distance selling as provided for by the Code of Economic Law are not applicable to tourist services. Thus, for any reservation of a stay, the customer has no right of withdrawal (art. VI.53, 12° Code of Economic Law).

#### **5. Your stay**

Arrival between 4 pm and 7 pm

Departure between 8:00 am and 11 am

When making your reservation, we ask that you please inform us of your arrival time. If there are any changes, please notify us by phone or email.

If departure takes place after 11 am, we reserve the right to charge you a supplement proportional to your delay.

It is strictly forbidden to make a fire (except for the fireplace).

Cars are not allowed in the Domaine, you must park your car in the private parking lot at the entrance (except for loading and/or unloading).

Guests choose to stay at Domaine de Biamont with a view to conviviality and slow living. For this reason, noise pollution after 10:00 pm is not acceptable. In the event of complaints from other customers, we are therefore obliged to take action.

To ensure a peaceful experience, please note that Domaine de Biamont is reserved for adults over 16 years old.

#### **6. Number of people**

The number of people must in no case exceed the capacity of the reservation.

If this is the case, we reserve the right to cancel the reservation (without refund), to end the stay (without refund).

#### **7. Security measures**

We do not take responsibility for your possible allergies.

The use of the jacuzzi & the sauna is done "as a good father", that is to say respecting the equipment, the noise pollution as well as the opening hours of these (from 9 am to 11 pm). Any use which would degrade the proper use of the jacuzzi & sauna (material damage, blows, jacuzzi not supplied with sufficient water, "bombs", throwing waste into the jacuzzi, etc.) would be immediately invoiced for the damage. With the addition of the cost of additional nights of non-rentable accommodation due to repairs.

The presence in the jacuzzi or sauna of broken glass, food, cigarette butts or any other dirt/waste resulting from manifestly disrespectful use of the premises will result in service charges for restoration.

Smoking and eating are prohibited in the jacuzzi and sauna.

It is obligatory to take a shower before using the sauna and jacuzzi.

The sauna is strongly not recommended for people suffering from cardiovascular or respiratory diseases and pregnant women.

The sauna and jacuzzi are prohibited for intoxicated people.

“Le Domaine de Biamont” declines all responsibility in the event of an accident occurring in the sauna or jacuzzi or in their surroundings.

When using a wood stove, please respect basic safety rules, as a fire can quickly occur in a restricted space surrounded by wood.

Any degradation (ashes on the bed sheets, on the parquet floor, etc.) would therefore be the responsibility of the customer.

The entire Domaine is non-smoking.

Smoking and vaping are prohibited in the accommodation. If you wish, an ashtray is provided on the outdoor table in your accommodation.

Please respect the plants, vines and lawns, and not throw trash there.

Thunderstorms in our area can arrive quickly and are sometimes very violent.

Make sure to systematically close your windows when you are away (even in good weather), but also when the rain comes and you are present in the accommodation.

Immediately inform the owner of any loss or damage occurring in the accommodation, as well as outside, even if no apparent damage results.

In the event of loss or damage to one or more elements of the accommodation caused by the tenant, the cost of repair or replacement costs will be charged to the tenant upon presentation of supporting documents by the owner within a maximum period of two months.

Non-compliance with regulations, safety and hygiene rules, and damage or negligence which could result in direct or indirect damage to equipment, people or future rentals, engages your responsibility and will be invoiced as well as overnight stays. non-rentable due to repairs.

## **8. Robbery**

The management declines all responsibility in the event of theft of any kind in any area of the Domaine.

## **9. Animals**

Pets are not allowed within the Domaine de Biamont.

## **10. Energie**

As at home, pay attention to the heating and lights. Turn them off if they are not needed.

Water is life: the water that flows from the taps is drinkable spring water, think about it when you shower. Avoid leaving taps open unnecessarily.

## **11. Key**

Access keys must be returned to reception upon departure.

Keys will be charged €100 in the event of loss.

## **12. Forgotten items**

We can return your forgotten items (clothes, telephone, etc.) to you by mail or parcel, but only with parcel tracking and insurance for your valuable items.

The shipment will be made after payment of shipping costs.

-> Renting accommodation at Domaine de Biamont implies acceptance of all of the rules above. Anyone who does not respect them will be expelled from the Domaine without compensation.

## **13. Meeting room**

For any reservation of the Domaine de Biamont meeting room, a deposit of 60% of the total price of the offer submitted is required.

In the event of cancellation 7 working days before the reserved date, we will keep 20% of the deposit for management fees.

In the event of cancellations less than 7 working days before the reserved date, the full 60% deposit remains due.