



## Terms & Conditions

### Booking Terms:

These Booking Terms apply to the business named "Le Cottage at The Moulin Treillard" (Le Cottage) under the "Booking with" section of the Booking Confirmation and the "Provider Information" in the confirmation correspondence) our officers, employees and agents ("We"/"Us"/"Our") and the person or legal entity making the Booking or to whom we supply services in respect of the Booking ("You/Your"). These Booking Terms are governed by **English law** and apply to all Bookings except where we agree in writing other terms. By making a Booking you are deemed to accept these Booking Terms.

### Bookings:

Bookings are made and a contract between you and us comes into effect when we accept a reservation from you. A reservation is accepted when we have confirmed your reservation request. Full payment is due at time of booking through our bookings agent (Travelnest). Additional Terms and Conditions may apply for all bookings made through our bookings agent.

Further details may be found at:

Travelnest Terms & Conditions

<https://travelnest.freshdesk.com/a/solutions/articles/101000473556>

Travelnest Privacy Policy

<https://travelnest.freshdesk.com/support/solutions/articles/101000473555-travelnest-guest-privacy-policy>

### Prices:

All published rates include VAT and fees where applicable at the current rate. Rates are per property per night. If you have selected supplements they will be added to the total price of the Booking. Rates do not include other costs you may choose to incur during your stay (unless otherwise stated).

Rates quoted are correct only for the specific minimum number of guests, nights and dates shown. Should you change the number of guests, dates or length of stay, then the rates are subject to change.

### Arrival and Departure:

Check-in times are specified on your Booking Confirmation. Check-in times outside those specified must be confirmed with us prior to arrival. The Check-out time is also specified on your Booking Confirmation.

### Reservation and Cancellation Policy:

All reservations are non-refundable, but exceptions may be considered at our sole discretion, with potential deductions for booking and handling fees. A non-refundable handling fee applies to all cancellations.

Refund requests, including reasons, should be submitted by email to [moulin.treillard@hotmail.com](mailto:moulin.treillard@hotmail.com) or in writing to our registered address. We retain sole discretion over refund approval and amounts.

In unforeseen circumstances, we may, at our sole discretion, offer alternative arrangements or refunds. Prompt notification of alteration or cancellations is required, and failure to check in without notice may result in forfeiture. Changes to reservations are subject to availability and additional fees. By making a reservation, you acknowledge and agree to these terms. For customers booking via a channel partner, (e.g. Travelnest) separate or additional policies may apply.

**Conditions of Stay:**

We have some standard rules that are designed to ensure that we comply with regulations relating to matters such as fire, health and safety and to enhance the comfort and wellbeing of our guests.

If you would like to check our conditions of safety please contact us at

Moulin Treillard | St. Hilaire La Treille | New Aquitaine | France  
Tel: +33 786 9607 03

**Please note:**

**Smoking is not permitted in any part of Le Cottage.**

**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.**

**Damage:**

You must take all reasonable precautions to avoid damage or interference with any items belonging to us. Customers are requested to bring any damage to Le Cottage or any property to our immediate attention. Malicious, wilful, or negligent damage or interference to the guest house or property will be regarded as a breach of these bookings terms and conditions and we will terminate your booking. We will attempt to contact you after your stay to discuss any damage. At our sole discretion, we will recover the costs for any repair, replacement or specialist cleaning we incur if you damage the guest house or any property. The costs we incur if you cause damage in the guest house include costs for specialist cleaning, repair or replacement of damage by you to our property, the cost of the room for any period it is unusable and our administration expenses. We may also instruct a third party to recover these costs on our behalf. If you request it, we will send a breakdown of these costs to the address used for the booking.

**No Smoking:**

You must not smoke in any of part of Le Cottage or interfere with our fire detection system. If you do so we will either (at our sole discretion) request the immediate re-payment of our costs during your stay, (subject to a minimum charge of €250), or instruct a third party to contact you after your stay to recover our costs. The costs we incur if you smoke in our property include costs for specialist cleaning, repair or replacement of damage by you to our property, the cost of Le Cottage for any period it is unusable and our administration expenses.

**Liability:**

Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the price of the booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages. We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control. You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss.

**Accessibility information: Le Cottage at the Moulin Treillard**

Number of floors: 2

Support for the Mobility Impaired: *Please note "Le Cottage" does NOT have a lift.*

**Contact Information:** In all cases, please contact:

Ms Zoe Shephardon  
Moulin Treillard  
St. Hilaire La Treille  
New Aquitaine  
France  
Tel: +33 786 9607 03  
[moulin.treillard@hotmail.com](mailto:moulin.treillard@hotmail.com)



1<sup>st</sup> July 2023