

GENERAL TERMS AND CONDITIONS

“Les Bateliers” – Saint-Valery-sur-Somme

4-star classified furnished tourist accommodation



1. Purpose and scope

These General Terms and Conditions govern all bookings for stays made directly through the “Les Bateliers” website (www.lesbateliers-saintvalery.fr). Submitting a request for a stay does not constitute a firm booking. The guest acknowledges having read these Terms and Conditions before submitting a request. The booking becomes firm under the conditions set out in Article 2.

2. Direct booking process (3 steps)

A stay is booked according to the following process:

1. **Step 1 – Request for a stay:** the guest checks the availability calendar published on the website and submits a detailed request using the official contact form.
2. **Step 2 – Approval and issue of the agreement:** after checking the requested dates, the owner confirms the provisional booking by email and sends the guest a link to the rental agreement.
3. **Step 3 – Firm and final booking:** the booking becomes effective and the dates are blocked in the calendar once the guest completes both of the following actions within no more than 5 days after the owner’s email:
 - return the short-term rental agreement, duly completed and electronically signed through the secure Jotform platform;
 - pay by bank transfer a deposit equal to 30% of the total rental price, excluding the cleaning fee and tourist tax.

If the signed agreement and deposit are not received within this period, the provisional booking is automatically cancelled and the dates are made available to the public again.

3. Financial terms, additional charges and payment arrangements

Payment is made exclusively by bank transfer according to the following schedule:

- **Deposit:** a deposit equal to 30% of the total price of the stay, excluding the cleaning fee and tourist tax, is required for the booking to become firm in accordance with Article 2.
- **Balance:** the remaining 70% balance, together with the tourist tax and cleaning fee, must be paid in full by bank transfer no later than 7 days before the arrival date.
- **Last-minute booking:** for any booking concluded less than 7 days before arrival, the full price of the stay, including the cleaning fee and tourist tax, is due immediately upon signature of the agreement.
- **Cleaning fee:** a fixed cleaning fee of €60 per stay applies to every booking. It is included in the total price of the stay.
- **Tourist tax:** the price of the stay excludes tourist tax. Tourist tax is charged separately at the statutory rate applicable on the date of the stay. For information, the 2026 rate applicable to 4-star classified furnished tourist accommodation within the Communauté d’Agglomération de la Baie de Somme is €2.86 per adult per night. Minors are exempt.

No right of withdrawal

In accordance with Article L. 221-28 of the French Consumer Code, the right of withdrawal applicable to certain distance contracts does not apply to accommodation services supplied on a specified date or during a specified period. The cancellation conditions set out in these Terms and Conditions therefore apply as soon as the booking becomes firm.

4. Included services and amenities

To provide the level of comfort associated with the property’s 4-star classification, the following services are included in the price of the stay:

- **Bed linen:** bed linen is provided for the queen-size double bed (160 × 200 cm) and the young child’s bed (70 × 170 cm). The beds are made before arrival. Linen for the baby cot is not provided; parents are asked to bring their own.
- **Bathroom linen:** bath towels are provided for all guests.
- **Welcome products:** complimentary welcome products are made available on arrival.
- **Kitchen linen:** kitchen towels are provided for the duration of the stay.

5. Security deposit

A security deposit of €500 is required to cover any damage, loss or breach of the house rules.

It must be provided, at the guest’s choice, no later than 7 days before check-in:

- by a secure card pre-authorisation (Visa or Mastercard), without immediate charge, through the partner platform Tyllt;
- or by bank transfer.

The security deposit is released, in the case of a card pre-authorisation, or refunded, in the case of a bank transfer, within a maximum of 14 days after departure, less any properly documented amounts required to restore the property, replace missing items or repair damage attributable to the guest. The €60 cleaning fee covers standard cleaning. An additional, properly documented amount may be deducted from the security deposit if the property requires exceptional cleaning.

6. Cancellation terms and force majeure

6.1. Cancellation by the guest

Any cancellation must be communicated to the owner in writing. The date on which the notification is received determines the following refund conditions:

- **30 calendar days or more before the arrival date:** full refund of the deposit;
- **between 15 and 29 calendar days before the arrival date:** refund of 50% of the deposit;
- **less than 15 calendar days before the arrival date:** no refund of the deposit.

Any other amounts already paid for services not provided, including the cleaning fee, tourist tax and security deposit, are refunded in full.

6.2. No-show or interruption of the stay

In the event of a no-show, late arrival, early departure or interruption of the stay at the guest's initiative, no refund is due for unused nights or services, except in a duly established case of force majeure.

6.3. Cancellation by the owner

If the owner cancels the booking before the start of the stay, the guest is informed in writing as soon as possible. All amounts paid are refunded within a maximum of 14 calendar days from that notification.

The owner may offer to reschedule the stay or issue a credit note, but this solution may only be implemented with the guest's written agreement.

Where the cancellation is attributable to the owner and does not result from force majeure, the guest retains the right to seek compensation for direct, certain and duly substantiated loss in accordance with applicable law.

However, the owner cannot automatically be held liable for costs incurred by the guest with third-party providers, including transport, restaurants, tourist activities, vehicle rental or any other separately booked service. Any compensation for such costs remains subject to applicable legal conditions, including proof of direct and certain loss and of a causal link with the cancellation.

6.4. Force majeure

Neither party may be held liable for failure to perform its obligations where such failure results from force majeure within the meaning of Article 1218 of the French Civil Code, namely an event beyond that party's control which could not reasonably have been foreseen when the agreement was entered into and whose effects cannot be avoided by appropriate measures.

The affected party must inform the other party in writing as soon as possible and, where possible, provide relevant supporting documents.

If the event temporarily prevents the stay, the parties will first seek to reschedule it to mutually agreed dates. If the event makes the stay permanently impossible on the agreed dates, the agreement is terminated and amounts paid for services not provided are refunded, without additional compensation.

Adverse weather, a change in personal or professional plans, financial difficulties, or transport disruption that does not objectively prevent access to the property does not, in itself, constitute force majeure.

6.5. Cancellation insurance and services booked with third parties

Guests are strongly advised to take out cancellation or travel insurance covering, in particular, illness, accident, hospitalisation, the death of a close relative, transport disruption and other personal circumstances that may prevent or interrupt the stay.

Guests are responsible for checking the cancellation, amendment and refund conditions applicable to services booked directly with third parties, including transport tickets, vehicle rental, restaurants and tourist or leisure activities.

Such services are separate contracts entered into directly between the guest and the relevant providers. They are not arranged, invoiced or collected by the owner. The owner therefore cannot be held liable for their cancellation, amendment, defective performance or failure by the relevant provider to make a refund.

7. Occupancy, pets and house rules

- **Occupancy:** the house has a floor area of approximately 60 m² and is configured to accommodate no more than 2 adults, 1 young child and 1 baby. Any undeclared additional person may be refused access to the property.
- **Pets:** pets may be accepted only upon prior request and with the owner's express approval at the time of the booking request.
- **Smoking:** smoking is strictly prohibited inside the house. The small outdoor terrace in the pedestrian Courtgain lane may be used for this purpose, provided that the peace and quiet of the neighbourhood is respected.
- **Arrival and departure:** check-in is from 4:00 p.m. and check-out is before 10:00 a.m., so that the concierge service can prepare the property.

The guest agrees to comply with the house rules appended to the agreement or made available before the stay. In particular, the guest agrees to respect the peace and quiet of the neighbourhood, especially between 10:00 p.m. and 7:00 a.m., and not to organise parties or undertake any commercial activity in the property.

8. Disputes and applicable law

These Terms and Conditions are governed by French law. In the event of a dispute, the parties will first seek an amicable solution. Failing such a solution, the dispute will be brought before the court having territorial jurisdiction under the applicable legal rules.