

# AUGUSTINS 1261

La Maison des Augustins \*\*\*\* Le Cloître des Augustins \*\*\*\*\*

## GENERAL CONDITIONS OF SALE and RULES OF PROCEDURE

As a result of the Covid pandemic and its consequences, we reserve the right to unilaterally cancel rental contracts, at no cost to either party, in the event of exceptional circumstances (risk of resumption of the epidemic, actual epidemic or pandemic, administrative closure, prefectural decision, government announcement, sale or other circumstances preventing the holiday from taking place). Our activity is not linked to the holding of any recurring or non-recurring event or demonstration in Avignon or the surrounding area. We therefore decline all responsibility in the event that your stay is prevented, whatever the circumstances (strikes of any kind, cancellation of the Avignon Festival IN and or Off d'Avignon, conference cancellations, etc.). Unlike traditional rental contracts, our long-stay rental contracts for companies (with appropriate terms and conditions) will be tailored to their needs. adapted to their needs.

### Art. 1 Applicable rules

Any reservation implies unreserved acceptance of the General Terms and Conditions of Sale.

### Art. 2 Registration and regulations

There are two types of rates below, plus a link to the detailed rates:

FLEXIBLE rate refundable under conditions with supporting documents. The rate of cancellation insurance included with supporting documents is 5.5% (i.e. 5.22% of the total price). This amount is automatically deducted from the refund.

FLEXIBLE PREMIUM rate, refundable without supporting documents. The cancellation insurance rate included is 9.5% (i.e. 8.68% of the total price). This amount is automatically deducted from the refund.

<https://gite-autour-du-petit-paradis.legal.meetch.io/travel/>

All reservations must be guaranteed by a valid credit card (Visa, Eurocard Mastercard). All bookings must be paid in full at the time of booking, otherwise the insurance will not work and the booking will simply be cancelled. In addition, it is imperative to enter the first and last names of all occupants of the accommodation(s) booked in order to validate the insurance cover.

### Art. 3 Payment conditions-arrival procedure

The total amount of the invoice will be debited or pre-authorized at the time of reservation or at the latest 30 days before the start date of the stay.

In the absence of a valid means of payment on the agreed date, the reservation will be cancelled.

A - For all stays, the customer must be able to provide the following documents:

- Read and accept the general sales conditions and internal rules.
- Present valid identification for all guests on arrival.
- Pay in full by credit card (visa or mastercard) or in cash on time, in accordance with the terms and conditions of the contract. Extras and tourist tax are payable on site and in cash.

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## B - Payment methods

- Credit cards (Visa - Eurocard / Mastercard) or cash (euros only). In order to avoid any fraud, we refuse the use of credit cards other than those of guests staying with us, except in exceptional cases (please contact us before booking).
- Bank transfers (only with our agreement, transfer charges to be borne by the customer).
- We do not accept cheques or vacation vouchers.

C - Private parking 25€/night only in cash and on reservation confirmed by us.

## Art. 4 Cancellation and interruption of stay booking conditions

There are two types of rates below, plus a link to the details of the various insurance policies: FLEXIBLE rate, refundable under conditions with supporting documents. The rate of the cancellation insurance included with supporting documents is 5.5% (i.e. 5.22% of the total price), this amount is automatically deducted from the refund.

FLEXIBLE PREMIUM rate, refundable without supporting documents. Cancellation insurance included at 9.5% (i.e. 8.68% of the total price), this amount is automatically deducted from the refund.

<https://gite-autour-du-petit-paradis.legal.meetch.io/travel/>

Please note: FLEXIBLE and FLEXIBLE PREMIUM rates are non-exchangeable and non-changeable.

Insurance is only available when payment is made at the time of booking. It is imperative to specify the identity of each person staying in the accommodation(s) in order for the insurance to cover them.

All cancellations must be made directly online on the insurer's website (information provided once payment has been made).

<https://autour-du-petit-paradis.claim.meetch.io/travel>

You must also inform us by e-mail at: [contact@augustins1261.com](mailto:contact@augustins1261.com)

All cancellation requests are binding and irrevocable, otherwise they constitute insurance fraud.

## Art 4bis Cancellation by the establishment

In the event of cancellation by our establishment of a confirmed reservation, we will inform you immediately by e-mail. The sums already paid will be reimbursed in full by bank transfer within a maximum of 48 hours following notification of cancellation, after receipt of your bank details.

## Art. 5 Arrivals-departures

Arrivals must be between 3pm and 9pm and departures before 11am. Please let us know your arrival time so that we can optimize our service. Arrival after 7 p.m. on weekdays and after 12 a.m. on Sundays and public holidays is possible by appointment only and with our agreement. Early check-in, late check-out or late departure can be arranged if requested in advance and subject to our agreement by email; the cost is €100

Accommodation must be vacated by 11:00 a.m. at the latest, including on the Sunday of departure. Late departures between 11:00 and 12:00 will be charged €100, payable in cash only. If you wish to leave before reception opening hours, we will provide you with check-out instructions on site.

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## Art. 6 Prices

The current prices are indicated in local currency (euro) and include VAT and are displayed on the website. They only include the provision of one accommodation unit. They do not include the local tourist tax, which is payable in cash on site, per adult and per night (amount according to municipal decision). Final cleaning not included in the basic rate is free of charge. Optional paid services are not included in the price and will be charged on site in cash. Breakfast is provided free of charge for all bookings at the “Maison des Augustins” guest house, and as an optional extra for the 5\* apartments in the Cloître des Augustins (Urbain V, Jean XXII, Clément V, Clément VI, Clément VII).

## Art. 7 Maintaining the premises-access

An inventory is kept in each accommodation unit. It is the customer's responsibility to report any defects, missing items or damage within 24 hours of arrival. The accommodation unit is made available to the customer in a perfect state of repair, and the customer must return it in a correct state, i.e. one that does not require extra cleaning. A charge of 50 euros. The establishment reserves the right to enter rented accommodation units for reasons of maintenance, hygiene, control (heating or air-conditioning running while windows are open) and/or security. In accordance with current regulations (Art. R 3511-1 of the French Public Health Code), the establishment is non-smoking, including vaping. Any failure to comply will result in a flat-rate charge of four nights, corresponding to non-compliance with the establishment's policy, as well as the prejudice of not being able to re-let the accommodation immediately, and the cost of cleaning, dry-cleaning, etc., with immediate termination of the customer's stay without compensation. Animals are not accepted.

## Art. 8 Duration of stay

Renewal request: Subject to availability and at the discretion of the establishment, the length of stay may be extended, without any obligation to remain in the same accommodation unit. at the same rate. In the event of an agreed extension of the stay and the application of a new price, this will be applicable from the date of signature of the new agreement corresponding to the new period of accommodation agreed. In the event of early departure, the price applicable will be that corresponding to the entire stay, with no possibility of complaint (Ref: Art. 4).

## Art. 9 Termination

The rental contract will be terminated automatically, without formality or delay, in the event of non-performance by the customer of any of his obligations:

- No smoking or vaping,
- Behavior that does not comply with the house rules and/or is detrimental to the well-being and comfort of other guests.
- Noise pollution, hygiene, deterioration of the accommodation, etc.

Under these conditions, the guest's stay will be terminated immediately and without compensation, without prejudice to any claims for compensation made by Autour du Petit Paradis SARL and third parties.

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## **Art. 10 Liabilities**

The establishment cannot be held responsible for theft or damage to guests' personal belongings in the accommodation units. This responsibility also extends to the common areas and all other outbuildings of the establishment. However, certain precautions can help you avoid any inconvenience, in particular by ensuring that the doors and windows of your accommodation units are properly closed when you are away.

## **Art. 11 Attribution of jurisdiction in case of disputes**

In the event of a dispute, the parties agree that the establishment shall have jurisdiction. The general terms and conditions of sale in French take precedence over those in English for obvious reasons of uncertainty of rigorous legal translation into English (Deepl translator).

### **Mediation:**

After having referred the matter to Sarl Autour du Petit Paradis's legal department, and in the absence of a satisfactory response within thirty days, the customer may refer the matter to the Tourism and Travel Ombudsman, whose contact details are given below:

Postal address: Médiation Tourisme et Voyage, BP 80 303, 75 823 Paris cedex 17,  
[www.mtv.travel](http://www.mtv.travel)

## **Art. 12 Internal rules**

It is strictly forbidden to use the house for private or professional purposes. To make life easier during your stay, a set of house rules is available in each accommodation unit. Please read them carefully and respect them.