

BLUE ILLUSION CHATEAU STAY BOOKING TERMS AND CONDITIONS

TERMS AND CONDITIONS -OUR FRENCH COUNTRY CHATEAU / JACKO SARL / CHATEAU DE LA CARRIERE

These terms and conditions define the rights and obligations of the parties regarding the booking. It is condition of entry to the chateau that you read and agree to comply with the terms of this document. The relevant parties are Our French Country Chateau/Chateau de la Carriere/Jacko Sarl (the Owner) and the person/s making the booking (the Guest).

All bookings made are subject to the following terms and conditions and the person making the booking will deemed to have accepted the Terms and Conditions under the booking once any payment is made in relation to the booking.

Pricing 2023 Chateau Stays

Solo room occupancy is 3600 euro per person

Twin Share room occupancy is 3,250 euro per person

Inclusions

All inclusive price includes 7 nights accommodation, meals and refreshments and activities as per the itinerary.

Exclusions

Airfares and train fares to and from the chateau. Guests will however be collected from with Laval or Sable Sur Sarthe Train station (stations closest to the chateau). Travel Insurance. Expenditure of a personal nature

Change of Itinerary

The Owner will endeavour to provide all the activities as described but reserves the right to alter or substitute comparable activities.

Payment

Once the booking has been confirmed the Guest will be required to pay a 50% deposit to secure the booking. The Guest will receive an invoice when payments are due. Booking must be paid in full 60 days prior to the check in date. Bookings made within 30 days of the check in date must be paid in full upon booking. Payments made via credit card will incur a 5% surcharge. If payment/s are not received by the due date/s we reserve the right to cancel the reservation and retain any monies paid as per the Cancellation Policy.

Cancellation Policy

Cancellation by the Guest

We understand that plans change but it can also be difficult for us to find replacement bookings at short notice. If we are unable to find a replacement booking our standard cancellation policy will apply as follows:-

- 100% refund of monies paid for cancellation up to 90-days from booking check in date
- Cancellations within 30-90 days of booking check in date will receive a refund of 50% of monies paid
- Cancellations within 30-days of booking check in date will not receive any refund

Should the Guest choose to leave earlier than they end date of their stay they will still be liable for full payment and will not be eligible for any refund.

The Owner is not responsible for any incidental expenses the Guest may have incurred as a result of the booking, such as visas, insurances, vaccinations or non-refundable flights.

Cancellation by the Owner

The Owner will be liable to refund any monies paid.

Travel Insurance

The Owner is not responsible for any loss or damage that occurs to the Guest's belongings. The Guest is responsible for any damage that may occur during the stay. The Owner recommends the Guest/s have comprehensive Travel Insurance and ensure the policy covers the relevant risks ie cancellation fees, damage, sickness or injury etc.

Use of Premises

The Guest is required to respect the peaceful spirit of the location and make appropriate use of it and respect the privacy of the local community and neighbours. If the Guest/s behaviour or noise level is unreasonable, a warning will be given and ignoring the warning may result in the cancellation of the booking without refund.

Any unlawful behaviour, unethical behaviour or behaviour inconsistent with these Terms and Conditions will lead to the Guest being asked to leave without refund.

Accommodation Terms of Use

Tours Guests have full use of the chateau and grounds but there will still be some areas that are considered private and not accessible to guests.

Although smoking is not permitted within the Chateau, Guesthouse or any of the outbuildings, guests who smoke are permitted to do so outside in designated areas.

The chateau and outbuildings are continuing to undergo renovation and repair and at time there may be work occurring during booking dates. We ask that you exercise care and caution around any work area and around the chateau grounds.

Internet

Complimentary Wifi is provided for guest use. Whilst every endeavour is made to ensure WiFi is working as intended, the Owner cannot guarantee an available connection, as there may be network or satellite issues beyond the Owners control. Particularly in rural areas, outages do occur and whilst the Owner will do everything they can to try to have the connection restored, it may not always be possible. Compensation will not be considered in those circumstances as WiFi is provided on a complimentary basis. If the Guest relies on an internet connection, Owner recommends they arrange their own service via buying a French sim card or internet package.

Photography

The Guest may take photos and video of the Chateau, including inside the Chateau and its grounds, for personal use only. Personal use includes uploading the photographs and video onto personal social media sites ie Facebook, Instagram etc. The Guest/s are however not permitted to sell, license or use the photographs or video for any other purchase or make, or enable others to make any financial or material gains from the photographs or video.

Acceptance of Risk

In consideration of the Guest being permitted to enter the chateau and grounds, you hereby assume all risk of illness, accident and all risk of personal injury (including death) to yourself and to your personal property, sustained whilst you are in the Chateau and its grounds and you and your heirs, executors, administrators, personal representatives, and assigns, hereby release us and our directors, officers, and employees from any and all liability whatsoever for any loss, personal injury (including death) or property damage which you may suffer whilst in the Chateau and its grounds.

Responsibility Statement and Liability Disclaimer

Our French Country Chateau is not responsible for losses, injury, damages or expenses of any kind due to illness, weather, strikes, hostilities, terrorist acts, acts of nature, tour cancellation, local laws or other such causes. The Guest confirms they have read and understand this agreement prior to accepting it, and are aware that by accepting this agreement are waiving certain legal rights which they or their heirs, next of kin, executors, administrators, assigns and representatives may have against the Chateau de la Carriere, Jacko SARL, Our French Country Chateau or any employees of such entities.