

LA MANDARINE,

chambres d'hôtes & Restaurant in Piolenc, Vaucluse



Dear Madam, Dear Sir,

Let me welcome you to the tangerine.

I have the pleasure of welcoming you to our Provençal "Mas" with as much joy as emotional.

Its location in the countryside, one of our assets of this little paradise, is located in heart of an environment of excellence: calm, comfort and exceptional discretion will make you appreciate this house,

Our home!

This is where my team and I will bring you throughout your stay attention, help and suggestions for you to live your experience 100% and to keep it unforgettable.

Welcoming you with kindness and naturalness, making you feel right from the front door as if you were expected by loved ones, to make you share emotions and provoke encounters with soul and passion, surprise you with nice attentions:

This is my deepest desire.

I wish you an excellent stay with us in the heart of tangerine.

Mario-nelly Cuosta
Mistress of the House.

Internal regulations and conditions of rental of our gîtes and our bed & breakfasts

Lease agreement

To all our tenants,

So that your conditions of stay are the most pleasant, that the guarantee of safety and hygiene is maximum for all, and that the facilities, which we wanted for you the best, are the longest preserved,

We ask you to carefully read these regulations and by signing them, to undertake to comply with them, to provide a certificate of insurance (civil liability) for any stay and your credit card numbers as a guarantee in case of supplement taken on the spot or damages, photocopy of identity card on both sides of address up to date, mobile numbers and email address well before your arrival.

The following points must be observed and respected: Any person who has not accepted said payment given by the owner as soon as your reservation by his signature at the bottom of the copy and initialled each page, has no right of access to the accommodation specified in his contract or to the pool area.

I am at your disposal BEFORE, DURING and AFTER your stay .

While waiting for the pleasure to receive you in our mas, it is good to remember some rules specific to our guest house.

Our guest house is not a hotel or a public place. This is a private place where we live as a family. The Cuesta family welcomes you home. The public cannot therefore freely access it. You also can't bring your family or friends even if you rent a room with us. There may also be other travellers under the same roof. We welcome you in our home to make you enjoy the places and our hospitality during your holiday. This is why we invite you to enjoy all the places of life at your disposal in the conviviality and respect of the intimacy of each one.

***For COVID-19

Mandarin accepts last-minute modifications and cancellations if a new lockdown or restriction of movement were to be decided by the French government or the government of the client's principal place of residence.

The Mandarine allows itself the right to refuse the service if a customer refuses to take its temperature prior to its registration does not respect the gestures barriers, or not wearing mask or gel for the hands according to the sanitary protocol. The customer being informed the payment of the stay will be due in its entirety. In the event that a client exhibits symptoms during their stay, the facility will require isolation in their room and a temperature check. If the client refuses or if the client voluntarily conceals symptoms, the institution is authorized to refuse the service and to end his stay. The rest of the stay will be due. The incoming client, declares that they do not have any of the symptoms of COVID-19.

During your stay I would never be far, to join me at any time at 0643853635.

The arrivals

To welcome you in the best conditions and be totally available for you.

I usually get you from 5:00 to 7:00.

Our wish is to welcome you in the best conditions.

We also invite you to schedule your arrival from 17:00 until 19:00. Late arrivals or early arrivals (for example: to drop off luggage in order to be able to visit the neighborhood with a less vulnerable vehicle, are possible on condition of a prior agreement.) Knowing that it is always possible to organize a reception a little later or earlier if we are warned (essential in this case).

ALL the facilities of the house and the park (garden, parking, swimming pool, terraces, summer kitchen...) are accessible only from the moment we welcome you.

However, we have set up a slot from 14:00 for guests who want to enjoy the pool and the sun earlier (only on reservation and with extra charge) as well as games (balls, billiards and ping pong). You can schedule a massage ! see details and rates on my website lamandarine.fr .

At the time of your arrival and after the presentations, we will complete some formalities together: photocopy of your identity card or passport (if not already made at the reservation), payment of the entire stay (cash or bank card), edition of your invoice, Key shed (from your room and door external corridor staircase access) bip portal. In case of loss of keys a flat fee of € 85 will be charged to you, signed payment.

Then visit the areas of the mas where you can evolve the time of your stay.

We inform our customers to have installed surveillance cameras on the exterior accesses of the property: swimming pool, parking, courtyard, etc.

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Departures

On the last day, departures must be made no later than 11 a.m. **Rooms must be vacated before 11am** . We are not professionals in the hotel industry, we must be able to have the necessary time to offer the people who then arrive the most welcoming accommodation possible.

Any time overrun will be charged by one hour if exceeded by a few minutes and so on.

ALL the facilities of the house and the park (garden, parking, swimming pool, terraces, summer kitchen...) will no longer be accessible after the requested departure time of 11:00.

CUSTOMIZED SCHEDULES

To meet your arrival or departure requirements, **contact me at** 06 43 85 36 35 **to arrange a personalized schedule.**

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Customer Cancellation

Any cancellation must be notified by registered letter, fax or e-mail addressed to the owner.

Cancellation before the start of the stay:

- if the cancellation occurs more than 24 hours before the start of the stay, the balance remains acquired by the owner.
- if the cancellation occurs less than 24 hours before the start of the stay, the balance remains acquired by the owner who reserves the right to claim the price of the accommodation.
- If the guest does not appear before 19:00 on the scheduled day of the start of the stay, the owner will dispose of the room. The balance remains acquired by the owner who reserves the right to claim the balance of the price of the stay.

In case of interruption of stay, the sum corresponding to the total price of the stay remains entirely acquired by the owner.

* * *

Breakfasts

Breakfasts are served between 8:30 am and 9:30 am. Your «Gourmand» breakfast (hot drinks, pastries, cake of the day, fresh bread, jams and fruit juices) will be served in the dining room or on the terrace next to the pool, inside or outside the house if time permits, according to your wishes .

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Restaurant

If you wish to dine at lunch or on the evening of your arrival, do not forget to tell us at the time of your reservation, or to call us no later than 48 hours in advance to inform us.

Dîners de 19h45 à 22h.

IMPORTANT: Remember to report any food allergies.

Vegetarian menus on request .

Picnic and personal drinks are not allowed on the entire property.

I invite you to visit my website at restaurant .

* * *

The rooms

All our rooms have been decorated and prepared with care to allow each guest to feel good. We invite you to take care of this living space in which you will stay. Other visitors will follow you and enjoy the place as you did.

The period furniture, bedding, paintings, knick-knacks, the bathroom, are there to contribute to your well-being during your stay at the mas. By respecting places and objects, you respect us (no moving of furniture.)

Report any problems or degradation on arrival within one hour of arrival. See on the welcome booklet that will be sent to you by link:inventory . Anything damaged voluntarily will be subject to financial compensation by yourself .

It is tradition that in a guest house the bed is made by the residents and their belongings tidy. However, we do a daily cleanup to make sure you don't miss anything and to check that everything is going well (to empty the garbage cans and renew the laundry if necessary). The customer will be responsible for the large soiling.

The rooms are not intended to do the laundry and to dry it at the windows of the mas, to jump on the beds or to clean his shoes with the towels. Anything that is contaminated or damaged voluntarily will be subject to financial compensation by yourself.

There are no plans to eat there either.

A flat screen TV with DTT is available to visitors in each of the rooms, the sound must be moderate from 22 hours.

New access to Wifi fiber free throughout the farmhouse and on the outside . Illegal downloading is prohibited.

Valuables (jewellery, multimedia devices, miscellaneous means of payment, etc.) must not be left in the rooms or in parked vehicles, as guests are not responsible for the disappearance of these items.

The towels provided in your rooms and cottages are reserved for the toilet.

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The animals

Dogs and cats are allowed and must be mentioned during your booking.

The conditions of their access to our property are as follows:

- that they be identified:tattoo,
- their vaccination records must be up-to-date,
- for dogs, we ask that the kennel cough vaccine be done for at least 3 weeks.

We will ask you to show us the identity papers and vaccination records of your animals when you arrive.

In the absence of documentation or a vaccination record, or if we find that your animal or animals are aggressive or pose a potential danger, we will

we reserve the right not to accept you on our site.

In this case, your deposit paid at the time of booking will not be refunded.

Dogs must be kept on a leash within the property.

Pick up your pet's defecations in a plastic, well closed and put in the trash.

Cats cannot access the price of the property.

Your pets should not be left in the room during your absences (for breakfast, for example) as well as when you leave the site.

Any damage and soiling caused by your animal or animals will be at your expense and will have the effect of a bill.

A deposit will be requested at the beginning of your stay and will be returned to you upon departure.

We reserve the right to shorten your stay if one of the rules mentioned above is not respected or in case of aggression of your animal or animals.

In all cases, the total amount of your stay will be charged to you.

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Pool rules

Dimensions: 4.5 x 12 x 2 m

Use of the pool: Within the framework of the French regulations on the use of family pools open to guests (objective: to avoid accidents to which children are victims) and in order to allow a harmonious use, this pool regulation has been developed.

The owners remind all their customers of the lack of supervision of the pool.

The pool is a family pool, its use is reserved only for family members of the owners and guests staying in the guest room.

Any child, not accompanied by an adult parent, is not allowed to access the pool area. The use of the pool by children is under the full supervision and responsibility of their parents.

All noisy games, all throwing objects are prohibited in and around the pool, diving and jumping from the edge are prohibited.

Pool users are committed to:

- take a shower before bathing and avoid bathing after using sun cream or oil.
- access the pool area with sandals suitable for this purpose (no city shoes).
- to use a swimsuit reserved only for the use of swimming.
- not to bring food or drink on the beach.

The swimming pool area is open to guests from 8:00 to 11:00, and from 17:00 to 19:30, we do not accept any responsibility for non-use for swimming.

Any user of the pool must be covered by a Civil Liability Defense and Recourse insurance.

For the hygiene and tranquility of all, we regret not being able to accommodate the animals on the pool beach.

The owner, on repeated breaches of one of the articles, can withdraw the authorization of access to the pool area which he has previously granted without compensation of any kind.

Beach towels/ pool: if you need them, we ask you to bring them. In case of forgetting, come to see us at the reception, we can lend you some.

* * *

Bicycle

Free bicycles available for hire.

Please note that we do not provide assistance in the event of a puncture or other injury. A

troubleshooting kit is provided with each bike as well as a lock. We are not responsible for the rental of bicycles.

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General provisions

In compliance with Decree N°2006-1386 of 15 November 2006, smoking is prohibited in places for collective use.

The entire property, including rooms is therefore non-smoking. It is of course possible to smoke outside the farmhouse but out of respect for the place we ask smokers not to throw their butts there. Ashtrays are at your disposal.

As part of the protection of minors, the sale of alcohol is prohibited to minors under the age of 18

We ask our guests to present a decent outfit on any occasion, and to be dressed and dressed when travelling in public areas.

The client undertakes to make the rooms in perfect condition at the end of the stay and to declare, and financially assume, any possible degradation for which he may be responsible.

Each resident in bed and breakfast undertakes to respect all the interior and exterior spaces of the mas. In case of deterioration it will have to pay for the repairs.

Children within the property are under the sole responsibility of their parents. You must watch your children: no games, no running in hallways and common areas.

The kitchen is not left at the guests' disposal. If it is necessary to put a particular medicine or food in the refrigerator, this will of course be possible.

Theft and Accidents: The owner is not responsible for any theft or damage to the property.

Parking is available for our guests inside the mas (one car/ room)

* * * Free bicycle rental. Please note that we do not provide assistance in the event of a puncture or other injury. A troubleshooting kit is provided with each bike as well as a lock. We are not responsible for the rental of bicycles.

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Eco-tourism

The owners of La Mandarine are sensitive to the protection of our planet and want to contribute to the protection of the environment by minimizing the footprint of the operation of its host structure.

Simple, non-binding measures can go a long way.

We therefore look forward to your cooperation in:

- avoid leaving the lights on unnecessarily,
- do not let the water run and moderate the flow during showers,
- turn off the radiators windows open,
- avoid using all the towels at your disposal if you do not really need them,
- to empty your trash.

The sanitation being provided by a septic tank system, to avoid clogging of the sewers and the resulting inconveniences we kindly ask you to throw in the toilet only toilet paper, the other waste having a garbage can for this purpose.

Waste: a container is at your disposal next to the portal: attention selective sorting... glasses, plastics and other except cardboard.

Thank you in advance for your understanding and cooperation.

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If you are kind enough to give us a little more time, we will be happy to receive your comments directly, we are open to any suggestions either on the guestbook of our site or on Google, Tripadvisor or the site on which you have known us. THANKS in advance!

By wishing you a good stay, we remind you that we will never be far away and that you should not hesitate to ask us in case of need, for advice or any question relative to your stay or the region.

<<Any Customer taking possession of a Mandarin room is deemed to have read the rules and to have accepted the obligations thereof. >>

Signing

The management wishes you a good stay.