



# La Mandarine

Gîtes, bed and breakfast & Restaurant in Piolenc, Vaucluse

## House rules and rental conditions of our lodges and bed and breakfasts

(2023 update)

Dear Madam, Dear Sir,

Let me welcome you to the mandarin.

I am pleased to welcome you to our Provençal "Mas" with as much joy as of emotion .

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

Our home!

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

Welcome you with kindness and naturalness, make you feel well from the front door as if you were expected by relatives, 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 La Mandarine.

**Marie-nelly Cuesta**

Maîtresse de Maison

# **The House Rules and rental conditions apply to all the reservations of our cottages and our guest rooms**

Rental contract – Regulations – Conditions of sale

The internal regulations and conditions of sale apply to all reservations for our lodges and guest rooms.

"Any Customer taking possession of a guest room (with free breakfast) or a gîte à la mandarine is deemed to have read the regulations and accepted their obligations."

I declare that I have read the conditions and the regulations (visible on my site [lamandarine.fr](http://lamandarine.fr))

Any stay entails acceptance of the special conditions and internal regulations of the mandarine which you automatically receive upon your reservation confirmation with a link to access the digital welcome booklet which I ask you to consult before your arrival, in order to prepare make the best of your stay.

So that your stay conditions are as pleasant as possible, that the guarantee of safety and hygiene is maximum for everyone, and that the facilities, which we wanted to be the best for you, are preserved for the longest time.

We ask you to carefully read these regulations and the digital booklet.

To undertake to comply with it, to check your insurance (civil liability) for any stay.

Your bank card numbers will be a guarantee in the event of a supplement taken on site or damage, any infraction noted after your departure will be debited from your card.

Provide photocopy of identity card (both sides), up-to-date address, mobile number and email address upon arrival.

The following points must be observed and respected upon access to accommodation.

Please note: in the welcome booklet you have an "Inventory of rooms and lodgings" section.

I ask you to take a good inventory of your room or gîte upon your arrival, and to report any damage within the hour that follows by sending the photos in the welcome booklet.

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

During your stay I will never be far away, to contact me at any time on 06 43 85 36 35.

In the meantime, I have the pleasure of welcoming you to our farmhouse, it is good to remind you of a few rules

specific to our guest house.

Our guesthouse is not a hotel or a public place. This is indeed a private place where we live

with family. It is the Cuesta family who welcomes you to their home. The public cannot therefore access it freely. You cannot bring your family or friends there either, even if you rent a room with us without asking permission from the owners. We welcome you to our home so that you can enjoy the place and our hospitality during your stay.

vacation. This is why we invite you to take advantage of all the living spaces at your disposal in a friendly manner and respecting everyone's privacy.

In the case of COVID-19

La mandarine accepts last-minute modifications and cancellations of stays if a new confinement or restriction of movement should be decided by the French government or the government of the client's place of main residence.

La Mandarine reserves the right to refuse the service if a customer refuses to have their temperature taken prior to check-in, does not respect barrier gestures, or does not wear a mask or hand gel according to the health protocol. The customer having been informed, payment for the stay will be due in full. In the event that a client presents symptoms during their stay, the establishment will impose isolation in their room and have their temperature taken. If the client refuses or if the client voluntarily hides symptoms, the establishment is authorized to refuse the service and end their stay. The rest of the stay will be due. The incoming customer declares that they do not have any symptoms of COVID-19.

Arrivals

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

I generally receive you from 5 p.m. to 7 p.m.

## PERSONALIZED SCHEDULES

To meet your arrival or departure requirements, contact me on 06 43 85 36 35 so that we can agree on a personalized schedule.

Our wish is to welcome you in the best conditions. We therefore invite you to schedule your arrival from 5:00 p.m. until 7:00 p.m.

However, we have set up a time slot from 2:00 p.m. to drop off luggage in order to be able to visit the neighborhood with a less vulnerable vehicle or to access your room or to enjoy the swimming pool and the sun earlier, as well as the games (bowls, and ping pong) only by reservation and with supplement.

Knowing that it is always possible to organize a reception a little later if we are notified.

You can schedule a massage! see details and prices on my website [lamandarine.fr](http://lamandarine.fr).

Upon your arrival and after the presentations, we will complete some formalities together: photocopy of your identity card or passport (if not already done at the time of booking), bank card numbers and validity and 3 digits on the back as a guarantee, payment of the entire stay (cash or credit card), edition of your invoice, delivery of keys (to your room and exterior corridor door leading to the stairs) gate beep. If you lose or forget your keys, you will be charged a flat rate of €85.

Then visit the spaces of the farmhouse where you can evolve during your stay.

We inform our customers that we have installed surveillance cameras on the exterior access points of the property: swimming pool, parking lot, interior courtyard, etc.

Departures

On the last day, departures are before 11 a.m. at the latest. Rooms must be vacated before 11 a.m. We are not hotel professionals, we must be able to have the necessary time to offer the people who arrive afterwards the most welcoming accommodation possible.

Any overrun will be billed for one hour if overrun by a few minutes and so on.

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

Cancellation by customer

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

Cancellation before the start of the stay:

- If the cancellation occurs before the start of the stay, the balance remains with the owner who reserves the right to claim the price of the accommodation.
- If the customer does not show up before 7 p.m. on the planned day of stay, the owner will have the room. The balance remains with the owner who reserves the right to claim the balance of the price of the stay.

In the event of an interruption of your stay, the sum corresponding to the total price of the stay remains in full with the owner.

No refund in case of cancellation.

Cancellation insurance is available to you when you make your reservation.

Breakfasts

Breakfasts are served between 8:30 a.m. and 9:30 a.m. They can be moved forward or backward upon acceptance with the owner. Your sweet “Gourmet” breakfast offered with your room (hot drinks, pastries, fresh bread, jams, yogurt and fruit juice) will be served to you in the dining room or on the terrace next to the swimming pool if the weather permits. allows, according to your wishes.

A card "for extra breakfasts" is available on request.

## Restaurant

If you would like a meal the evening of your arrival, don't forget to book, or call us in advance to let us know.

Dinners from 7:45 p.m. to 10:00 p.m. at the latest. starter main course (red or white meat) or fish accompanied by vegetables, cheese and dessert

## FRESH HOMEMADE PRODUCTS

**IMPORTANT:** remember to report any food allergies.

Vegetarian menus on request.

We offer you drinks, ice creams or cakes that you can have in the garden.

It is forbidden to bring your own drinks onto the terraces and swimming pool.

**PICKING PROHIBITED** on the entire area as well as rooms except gîtes

## The rooms

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

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

Report any problems noted or any damage upon your arrival within one hour after your arrival. See our welcome booklet which will be sent to you by email: inventory. Any thing deliberately damaged will be subject to financial compensation by you.

It is traditional that in a guest house the bed is made by the residents and their belongings put away. However, we carry out a cleanliness inspection every day to be sure that you are not missing anything and to check that everything is going well (to empty the bins and renew the linen if this proves necessary). Heavy soiling will be the responsibility of the customer. Watch out for pens or markers in the beds!

The rooms are not designed for doing laundry and drying in the windows of the farmhouse, jumping on the beds or even cleaning your shoes with the bath towels. Any item soiled or damaged intentionally will be subject to financial compensation by you. It is also not planned to have meals there.

A flat screen television with TNT is available to visitors in each room, the sound must be moderated from 10 p.m.

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

Valuable objects (jewelry, multimedia devices, various means of payment, etc.) must not be left in rooms or in parked vehicles, as guests decline all responsibility in the event of the disappearance of these objects.

The towels provided in your rooms and lodgings are reserved for toiletries. (prohibited in the swimming pool)

## Animals

Dogs and cats are allowed and must be mentioned when booking.

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

- That they are identified: tattoo,
- That their vaccination record must be up to date,
- For dogs, we ask that the kennel cough vaccine be done for 3 weeks.

We will ask you to show us your animals' identity papers and vaccination records upon your arrival. In the absence of papers or vaccination records, or if we notice that your(s)

animals are aggressive or represent a potential danger, we reserve the right not to accept you on our site.

In this case, your deposit paid when booking will not be refunded.

Dogs must be kept on a leash within the property and in the garden.

Collect your pet's defecations in a plastic bag, tightly closed and put in the trash.

Please note, dogs are not allowed in the dining room.

Cats cannot access the property's courtyard.

Your animals must not be left free in the room during your absences (to have breakfast for example or dinner) as well as when you leave the site.

Any damage and soiling caused by your animal(s) will be your responsibility and will result in invoicing.

As a guarantee, you will be asked for your CB numbers, validity and 3 digits on the back at the start of your stay.

We reserve the right to shorten your stay if one of the rules mentioned above is not respected or in the event of aggressiveness of your animal(s).

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

Pool rules

Dimensions: 4.5 x 12 x 2 m

Be careful: you don't have your foot all the way.



Use of the swimming pool: As part of the French regulations on the use of family swimming pools open to guests (objective: to avoid accidents to which children are victims) and with the aim of allowing harmonious use, these swimming pool regulations have been developed .

The owners remind all their customers of the absence of surveillance of the swimming pool.

As the swimming pool is a family swimming pool, its use is reserved only for members of the owners' family and people staying in guest rooms.

Any child, not accompanied by an adult parent, is not authorized to access the swimming pool area.

Use of the swimming 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 undertake:

- take a shower before bathing and avoid bathing after using a cream

or sunscreen oil.

- to access the swimming pool area wearing sandals suitable for this purpose (no shoes city).

- to use a swimsuit reserved solely for swimming use.

- not to bring food or drink onto the beach.

The swimming pool area is open to guests from 8:00 a.m. to 11:00 a.m., and 5:00 p.m. to 7:30 p.m., we decline all responsibility in the event of non-use for swimming.

Any user of the swimming pool must be covered by Civil Liability defense and recourse insurance.

For the hygiene and peace of mind of all, we regret not being able to accommodate animals on the swimming pool deck.

The owner, upon repeated breaches of one of the articles, may withdraw the authorization for access to the swimming pool area that he has previously granted without any compensation whatsoever.

Beach/pool towels: If you need them, we ask that you bring them. If you forget, come see us at reception, we can lend you some at an additional cost. Do not use room towels!!!

### General provisions

In compliance with Decree No. 2006-1386 of November 15, 2006, smoking is prohibited in places for collective use.

The entire establishment, 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 cigarette butts there. Ashtrays are at your disposal.

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

We ask our guests to present decent attire for all occasions, and to be properly dressed and shod when moving around the common areas.

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

An inventory of the premises (rooms and lodgings) must be made upon your arrival, within one hour using a digital welcome booklet, QR CODE sheet placed on the bed (your cell phone will identify your language )

Each guest room resident undertakes to respect all interior and exterior spaces of the farmhouse. In the event of damage, he will have to pay for the repairs financially.

Children growing up on the property are the sole responsibility of their parents. You must supervise your children: no games or running in the corridors and common areas.

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

Theft and accidents: the owner declines all responsibility in the event of theft or bodily damage

occurred on the property.

Parking is available to our guests inside the farmhouse: a car (free / room) if additional car notify (additional charge)

Eco-tourism

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

Simple and light measures can go a long way.

We are therefore counting on your collaboration to:

- avoid leaving lights on unnecessarily,
- do not let the water run and moderate the flow during showers,
- turn off radiators with open windows,
- avoid using all the towels made available to you if you do not have any

really need,

- empty your bins (selective sorting)

Sanitation being ensured by a septic tank system, to avoid clogging of the sewers and the inconvenience that results from this, we kindly ask you to throw only toilet paper into the toilets, other waste having a bin provided for this purpose.

Waste: a container is at your disposal next to the gate Please note selective sorting... glasses, plastics and cardboard, newspapers and others are separate.

We thank you in advance for your understanding and collaboration.

If you are kind enough to give us a little more time, we will be delighted to collect your comments directly, which allows us to improve each year. We are open to any suggestions or in the Guestbook of our site

or on Google or Tripadvisor or the site on which you found us.

Thanks in advance !

Wishing you a good stay, we remind you that we will never be far away and that you should not hesitate to contact us if necessary, for advice or any questions relating to your stay or the region or anything else.

The management wishes you a very good stay.

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