



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

Lease Agreement – Payment

“Any Customer taking possession of a mandarin room is deemed to have read the regulations and accept the obligations.”

I declare that I have read the conditions and the rules (visible on my website lamandarine.fr)

Any stay implies acceptance of the special conditions and the internal regulations of

The mandarin that you automatically receive during your booking confirmation with a link to access the digital welcome booklet.

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.

Please read these regulations and the digital booklet carefully.

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

Your credit card numbers will be in guarantee in case of supplement taken on site or damage, any offense found after your departure will be debited from your card.

Provide photocopy identity card (front and back) up-to-date address, mobile numbers and email address upon arrival.

The following points must be observed and respected from the moment of access to housing.

Attention: you have in the welcome booklet a part << inventory >> rooms and cottages.

I ask you to make the inventory of your room or your cottage on your arrival, to report any degradation within the hour that follows by sending the photos on the welcome booklet.

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

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

In the meantime, I have the pleasure to receive you in our farmhouse, it is good to remember some rules specific to our guest house.

Our bed and breakfast is not a hotel or a public place. It is indeed a private place where we live as a family. It is the Cuesta family that welcomes you into their home. The public cannot therefore access it freely. You also cannot bring your family or friends there even if you rent a room from us without asking the owners for permission. We welcome you to our home to make you enjoy the place and our hospitality during your holidays. This is why we invite you to enjoy all the living spaces at your disposal in the conviviality and respect of the privacy of each.

In the case of COVID-19

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

La Mandarine reserves the right to refuse service if a customer refuses to take his temperature prior to check-in, does not respect the barrier gestures, or not wearing a mask or hand gel according to the health protocol. The customer being notified the payment of the stay will be due in full. In the event that a guest presents symptoms during his stay the establishment will impose isolation in his room and a temperature check. If the customer refuses or if the customer voluntarily hides symptoms, the establishment is authorized to refuse the service and terminate his stay. The rest of the stay will be due. The incoming customer, declares that he has none of the symptoms of COVID-19.

Arrivals

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

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

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 or early arrivals (for example: to drop off luggage in order to visit the neighborhood with a less vulnerable vehicle, are possible provided 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 only accessible from the moment we have welcomed 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 supplement) as well as games (bowls, and ping pong). You can schedule a massage! See details and prices on my website lamandarine.fr .

At the time of your arrival and after the presentations, we will complete together some formalities: photocopy of your identity card or passport (if it is not already done at the time of booking), payment of the entire stay (cash or credit card), edition of your invoice, delivery of the keys (from your room and door corridor outside access stairs) beep gate. In case of loss of the keys a fixed contribution of 85 € will be charged.

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

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

Departures

On the last day, departures are no later than 11 am. Rooms must be vacated by 11am. We are not hospitality professionals, we must be able to have the necessary time to offer the people who arrive afterwards the most welcoming accommodation possible.

Any overtime 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.

PERSONALIZED SCHEDULES

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

Cancellation by the customer

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

Cancellation before the beginning of the stay:

- If the cancellation occurs more than 24 hours before the beginning of the stay, the balance remains with the owner.
- If the cancellation occurs less than 24 hours before the beginning 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 appear before 7 p.m. on the scheduled day of the beginning of the 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 case of interruption of stay, the sum corresponding to the total price of the stay remains fully acquired by the owner.

It is possible to postpone your stay ' for a year, with the agreement of the owner.

Breakfasts

Breakfasts are served between 8:30 and 9:30. They can be advanced or backward on acceptance with the owner Your "Gourmand" salty or sweet 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 the weather permits, according to your wishes.

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

Restaurant

If you wish to dine for lunch or dinner 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.

Dinners from 19:45 to 22:00.

IMPORTANT: Don't forget to report any food allergies.

Vegetarian menus on request.

We can prepare a picnic for you and offer you drinks that you can take in the garden at its location.

I invite you to go to my restaurant website.

The rooms

All our rooms have been decorated and prepared with care to make each guest 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.

Period furniture, bedding, paintings, trinkets, the bathroom, are there to contribute to your well-being during your stay at the farmhouse. By respecting the places and objects, it is us that you respect (no moving furniture.)

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

It is traditional that in a guest house the bed is made by the residents and their belongings tidy. However, we carry out a daily cleanliness passage to be sure that you do not miss anything and to check that everything is going well (to empty the bins and renew the laundry if necessary). Large soiling will be borne by the customer.

The rooms are not designed to do laundry and dry him at the windows of the farmhouse, jump on the beds or clean his shoes with bath towels. Any thing soiled or damaged voluntarily will be subject to financial compensation by yourselves.

There are also no plans to eat there.

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

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

Valuables (jewellery, multimedia devices, various means of payment, etc.) must not be left in rooms or parked vehicles, guests decline all responsibility in case of disappearance of these objects.

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

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 the identity papers and vaccination records of your animals upon arrival.

In the absence of papers or vaccination records, or if we find that your animal(s) are aggressive or represent a potential danger, 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, tightly closed and put in the trash.

Cats cannot access the yard of the property.

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

Any damage and soiling caused by your animal (s) will be at your expense and will have the effect of a billing.

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

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

In any case, the sum of your stay will be charged in full.

Pool rules

Dimensions: 4.5 x 12 x 2 m

Attention: You don't have foot the entire length.

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

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

The pool being a family pool, its use is reserved only for members of the family of the owners and people staying in bed and breakfast.

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 undertake:

- Take a shower before bathing and avoid bathing after using sunscreen or oil.
- To access the pool area wearing sandals adapted to this use (no street shoes).
- To use a swimsuit reserved for swimming purposes only.
- Do not bring food or drink on the beach.

The pool area is open to guests from 8:00 to 11:00, and 17:00 to 19:30, we decline all responsibility in case of non-use for swimming.

All users of the pool must be covered by a civil liability insurance defense and recourse.

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

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

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

Bicycle

Provision of bicycles free of charge as is.

Please note that we do not provide assistance services in case of puncture or other. A breakdown kit is provided with each bike as well as an anti-theft device. We decline all responsibility for the loan of bicycles.

General provisions

In compliance with Decree No. 2006-1386 of 15 November 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. Ashtrays are available.

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 a decent outfit on all occasions, and to be dressed and shod when traveling in the common areas.

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

Each resident in bed and breakfast agrees to respect all indoor and outdoor spaces of the farmhouse. In case of degradation he will have to financially assume the repairs.

The children evolving within the property are under the sole responsibility of their parents. You must supervise your children :p ace of games, nor of running in the corridors and common areas.

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

Theft and accidents: the owner declines all responsibility in case of theft or bodily injury occurring in the property.

Parking is available to our guests inside the farmhouse (one car / room)

Eco-tourism

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

Simple and non-binding measures can do a lot.

We are counting on your collaboration to:

- Avoid leaving lights on unnecessarily,
- Do not allow water to run and moderate the flow during showers,
- Turn off open window radiators,
- Avoid using all the towels at your disposal if you do not really need them,
- Empty your bins (selective sorting)

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

Waste: a container is at your disposal next to the gate

Attention selective sorting... Glasses, plastics and cardboard, newspapers and others are apart.

We thank you in advance for your understanding and cooperation.

* * *

If you are kind enough to give us a little more time, we will be happy to collect your feedback directly which allows us to improve each year,
We are open to any suggestions
or on the guestbook of our site
or on GoogleReview Link or Tripadvisor or the site where you met us.

THANK YOU 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 question relating to your stay or the region or other.

The management wishes you a very pleasant stay.