



# La Mandarine

Dear Madam, Dear Sir,

Let me welcome you to Mandarin.

I have the pleasure of welcoming you to our Provençal “Mas” with as much joy as of emotion.

Its countryside location, one of our assets of this little paradise, is located at heart of an environment of excellence: calm, comfort and exceptional discretion of this guest room, will make you appreciate this residence: **Our house!**

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 so that it remains unforgettable.

Welcoming you with kindness and naturalness, making you feel well as soon as you walk through the front door as if you were expected by loved ones, to share emotions with you and provoke encounters with soul and passion, surprise you with nice touches: This is my deepest desire.

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

**Marie-nelly Cuesta**  
Mistress of the House.

Attached link for my digital welcome booklet to consult before your visit [here](#)

**SARL La Mandarine** with capital of €8,000

Gîtes, guest rooms & Restaurant in Piolenc, Vaucluse

**Head office:** Avenue Jean Millet • 84420 Piolenc • France

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## **The internal regulations and rental conditions apply to all reservations for our gîtes and guest rooms**

Rental contract – Regulations

**<< Any Customer taking possession of a room at la mandarine is deemed to have read the regulations and accepted their obligations. >>**

He declares having read the conditions and the regulations (visible on my site lamandarine.fr)

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

the tangerine that you automatically receive when you confirm your reservation with a link to access the digital welcome booklet.

So that your stay conditions are the most pleasant, that the guarantee of safety and hygiene is maximum for all, 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 and 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 fixtures" section of rooms and gîtes.

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 +33.6 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. It is indeed a private place where we live as a 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 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.  
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. Late or on the contrary 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 prior agreement.) Knowing that it is always possible to organize a welcome a little later or earlier if we are notified (essential in this case).

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

However, we have set up a time slot from 2:00 p.m. for customers who want to enjoy the swimming pool and the sun earlier (by reservation only) as well as games (bowls, and ping pong ).

You can schedule a massage! see the details on my website lamandarine.fr.

Upon your arrival and after the introductions, we will complete some formalities together: photocopy of your identity card or passport (if this is not already done when booking), payment of the entire stay (cash or credit card) , edition of your invoice, delivery of keys (to your room and exterior corridor door access to stairs) gate beep. In the event of loss of keys, you will be charged a fixed contribution 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 accesses to the property: swimming pool, parking, 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 then arrive the most welcoming accommodation possible.

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

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

## Personalized schedules

To meet your arrival or departure requirements, **contact me on [06 43 85 36 35](tel:0643853635)** so that we can agree on **a personalized schedule**.

## Cancellation by customer

Any cancellation must be notified by registered letter 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 with the owner.
- if the cancellation occurs less than 24 hours 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 scheduled start day 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 the event of an interruption of your stay, the sum corresponding to the total price of the stay remains in full with the owner.

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

## **Breakfasts**

Breakfasts are served between 8:30 a.m. and 9:30 a.m. They can be moved forward or backward upon agreement with the owner. Your savory or sweet "Gourmet" breakfast (hot drinks, pastries, cake of the day, fresh bread, jams and fruit juices) will be served to you in the dining room or on the terrace next to the swimming pool, inside or outside the house if the weather permits, according to your wishes.

A card <<for extra breakfasts>> is at your disposal.

## **Restaurant**

If you wish to dine at lunchtime or in the evening of your arrival, do not forget to let us know when you make your reservation, or to call us no later than 48 hours in advance to inform us.

Dinners from 7:45 p.m. to 10 p.m.

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

Vegetarian menus on request.

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

I invite you to take a look at my restaurant site.

## **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 the welcome booklet which will be sent to you by link: inventory. Anything 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.

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 only.

## **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 has been 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 animal(s) are aggressive or represent a potential danger, we

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 throughout the property.

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

Cats cannot access the property's courtyard.

Your animals must not be left free in the room when you are away (to eat breakfast for example) or when you leave the site.

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

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 (width) x 12 (length) x 2 m (depth)

Attention ! you do not 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 sun cream or oil.
- to access the swimming pool area wearing sandals suitable for this purpose (no street shoes).
- to use a swimsuit reserved solely for swimming use.
- not to bring food or drink onto the beach.
- Do not use white towels in the rooms.
- To put the deckchairs and cushions back in place (dry them under the pool house)

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:** We ask that you bring them. If you need one if you forget it, come see us at reception, we can lend you one.

Emergency numbers: SAMU 15 POLICE EMERGENCY 17

FIREFIGHTERS 18 EMERGENCY 112

## **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 available throughout the property.

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.

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 playing within 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 put 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 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 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 really need them,
- to 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

Attention selective sorting... glasses, plastics and cardboard, newspapers and others are separate.

La mandarine informs you of your right to register on the list opposing telephone canvassing.

We thank you in advance for your understanding and cooperation.

La mandarine invites you to consult its update for the legal notices and confidentiality policy on the first page, at the bottom of its site [www.lamandarine.fr](http://www.lamandarine.fr)

If you are kind enough to give us a little more time, we will be delighted to collect your direct comments which allows us to improve each year,

we are open to any suggestions  
or in the Guestbook of our site  
or on Google Review link ouou 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.