

# General Terms and Conditions Domaine La Barbe 2025

## 1. Introduction

Welcome to Domaine La Barbe! We want you to fully enjoy your stay on our domain. These general terms and conditions are intended to make clear agreements, so that your stay is as pleasant as possible. By making a reservation, you agree to these terms and conditions.

## 2. Definitions

- **Guest:** The person making a reservation and all companions for whom they are responsible.
- **Manager:** The owners and operators of Domaine La Barbe.
- **Accommodation:** The accommodation options offered by Domaine La Barbe, such as the gîte, glamping tents and chambres d'hôtes.

## 3. Reservation and payment

- A reservation is final after receipt of a confirmation from Domaine La Barbe and a deposit of 30% of the total amount.
- The remaining amount must be paid no later than 8 weeks before arrival.
- For reservations within 8 weeks of arrival, the full amount must be paid immediately.
- Payments can be made via bank transfer or any other agreed method.

## 4. Cancellations and changes

- In the event of cancellation, the guest pays a compensation to Domaine La Barbe, which amounts to:
  - Up to 3 months before the effective date: 15% of the agreed price.
  - Within 2 to 3 months before the effective date: 50% of the agreed price.
  - Within 1 to 2 months before the effective date: 75% of the agreed price.
  - Within 1 month before the effective date: 90% of the agreed price.
  - On the day of the effective date: 100% of the agreed price.
- Changes to dates or accommodations are subject to availability and may incur an administration fee.
- Refunds are excluded for no-shows or late arrivals.

## 5. Arrival and departure

- Check-in: from 15:00. Check-out: before 10:00 am.
- In case of late arrival, we ask you to inform us in advance.
- Upon departure, linen must be placed in a central location in the accommodation. Especially for glamping tents: do not leave linen in the private bathrooms.
- The key, if applicable, must be returned on departure and the accommodation must be left in a tidy condition.

## 6. House Rules

- Be considerate of other guests and avoid nuisance.
- Smoking is not allowed in the accommodations.
- Pets are not allowed, unless otherwise agreed.
- Silence is requested between 10:00 pm and 7:00 am.

## **7. Use of the accommodation**

- The accommodation may only be used by the specified number of people.
- Damage to the accommodation or inventory must be reported immediately. The guest is liable for this and must compensate for the damage.
- The accommodation must be left swept clean on departure. A cleaning fee will be charged if required.

## **8. Access road**

The access road to Domaine La Barbe is closed with a chain with a carabiner. We ask guests to always close this chain correctly after opening. This is important for the safety of all guests and to keep unauthorized persons out.

## **9. Parking**

- Upon arrival, guests can drive up to the house to unload luggage. This is located close to the accommodations.
- After unloading, the car must be parked in the parking lot before the bend.
- One vehicle is allowed per accommodation, unless otherwise agreed in advance.
- Guests are requested to drive gently (max. 10 km/h) to ensure safety and tranquility on the domain.
- Parking is at your own risk.

## **10. Damage and liability**

- Domaine La Barbe is not liable for damage, loss or theft of personal property.
- Use of facilities such as the swimming pool, canoes and SUP boards is entirely at your own risk.
- Guests are liable for damage they cause to the accommodation, facilities or the domain.
- We recommend that guests take out travel insurance, including cancellation insurance.

## **11. Force majeure**

In the event of force majeure, such as natural disasters, pandemics, strikes or other situations beyond our control, Domaine La Barbe reserves the right to cancel or modify reservations. In that case, a suitable alternative or refund will be offered.

## **12. Alcohol consumption**

The consumption of alcoholic beverages is allowed, subject to the minimum age of 18 years as stipulated by law in France. Domaine La Barbe reserves the right to limit alcohol consumption if it causes a nuisance. Own alcohol may be brought and consumed, provided that it is respectful of other guests.

### **13. Table d'hôtes**

- Participation in the Table d'Hôtes is possible by reservation.
- Payment is required upon reservation, even if you do not show up without notice.
- Cancellations for participation in the Table d'Hôtes must be made at least 24 hours in advance.

### **14. Privacy and data protection**

Your personal data will only be used for the purpose of processing your reservation and communicating with you regarding your stay. Please refer to our privacy statement for more information.

### **15. Complaints procedure**

- Complaints should be reported as soon as possible during your stay so that we can resolve them immediately. We aim to handle complaints within 24 hours.
- Written complaints after departure will be dealt with within 14 days.

### **16. Governing Law**

These general terms and conditions are governed by French law. Disputes are preferably resolved informally and by mutual agreement, before legal action is considered. If necessary, the competent court in Auch is responsible.

Do you have any questions about these conditions? Feel free to contact us at [oase@domainelabarbe.eu](mailto:oase@domainelabarbe.eu). We look forward to welcoming you!