

The document and its following articles constitute the general conditions of sale, reception and stays in guest rooms between the company SAS LES RANDONNEUSES located at 4 chemin de Robequin in Marcilly-sur-Seine – France and its client. These conditions of sale are deemed to be accepted by the customer once the customer has confirmed having read and validated them on the reservation website [lesrandonneuses.fr](http://lesrandonneuses.fr). In the absence of validation of these T&Cs, the stay order will not be accepted. The customer can also book their stay via reservation platforms such as [booking.com](https://www.booking.com), [Airbnb](https://www.airbnb.com), [hotel.com](https://www.hotel.com), etc.

### Article 1: Reservation terms

Reservations for stays can be made online by the customer using the website [lesrandonneuses.fr](http://lesrandonneuses.fr). They can also be made by telephone or email to [contact@lesrandonneuses.fr](mailto:contact@lesrandonneuses.fr). Reservations other than those made on the website, will necessarily be followed by an exchange with the customer by telephone or email in order to confirm the availability of the room(s) requested, the prices as well as the reception arrangements. Reservations made on the site [lesrandonneuses.fr](http://lesrandonneuses.fr) are processed automatically by the robot, but can also be finalized by direct contact with the hosts.

### Article 2: Payment of the cost of the stay

Reservation via the site [lesrandonneuses.fr](http://lesrandonneuses.fr): Payment for the stay is made at the end of the stay. No advance payment is required. Reservation is free. Apart from the tourist tax as well as any additional consumption, no additional costs are billed to the customer when booking. However, the customer will be asked for a deposit by credit card or transfer for any group meal order. In all cases, upon arrival, the customer will be asked for a bank imprint intended to guarantee the cost of the stay and any additional consumption and services at the time of departure. On request, a detailed invoice can be given to the customer.

### Article 3: Payment of any options and consumption excluding the cost of the stay

When booking their stay, the customer has the possibility to complete their stay with options such as picnic basket, bicycle, etc. These options will be added to their order and paid for at the same time as their stay. Consumption or services not included in the stay package purchased by the customer at the time of reservation will be subject to additional billing which must be paid by the customer at the end of their stay.

### Article 4: Payment for your stay via a reservation platform

If the customer books their stay via a partner reservation platform, the payment terms for the stay applied are those of the partner. Additional fees may be charged by the partner. Except for promotions, the prices charged by our partners are identical to those displayed on the Randonneuses website. Additional costs not included in the reservation of the stay must be paid according to the terms described in article 3 of these general conditions of sale.

### Article 5: Means of payment

The customer can pay their invoices by credit card or cash. Deposits requested for booking group meals or group stays must be paid by transfer or credit card at the time of booking. Payment by check is not accepted.

### Article 6: Arrival-departure, duration of stay

Customer reception is between 5:00 p.m. and 7:00 p.m. If the customer wishes to arrive before 5:00 p.m. or after 7:00 p.m., he must inform the hosts by telephone, SMS or email. The customer who does not inform of his possible delay could be refused access after 9:00 p.m. At the end of their stay, the customer must leave their room(s) no later than 10:30 a.m. From then on, the client will no longer be able to enjoy the services and equipment of the residence or remain in the property under any conditions whatsoever. He must also vacate his parking space by 11:00 a.m. at the latest.

### Article 7 – Pricing conditions

The prices mentioned on the site [lesrandonneuses.fr](http://lesrandonneuses.fr) are inclusive of VAT, per room and per night as well as for the number of people stipulated in the stay order, breakfast included. The customer remains liable for the tourist tax in addition to the services and price of the stay. Prices for stays and services are guaranteed to be firm and final once the stay order has been placed and confirmed by the owners of Les Randonneuses.

Special pricing may be granted on the price of stays.

These particular prices depend.

- the number of rooms reserved on the same dates
- the number of people
- the length of stay.

To benefit from these special pricing conditions, you should contact the owners before making any online purchase.

### Article 8 - Revision of prices

Rental rates for rooms, meals and other services may increase or decrease depending on the time of year and without notice. In the event of a downward revision of all or part of the price during the customer's stay, the latter cannot claim any discount.

### Article 9: Availability of rooms

Reservations made by telephone or email are only definitively validated and accepted after telephone or email exchange with the customer and under certain conditions they only become final after full payment for the stay.

For stay requests not processed automatically via the website, the requested room(s) will be allocated to the customer for a maximum period of 4 hours while awaiting confirmation from the customer. In the absence of confirmation and payment at the end of this period, the requested room(s) will be released for rental again.

### Article 10: Tourist tax

The tourist tax is a tax contribution levied by the municipality per tourist accommodation. It can be a flat rate or per person accommodated. The municipality defines the characteristics which are in particular, the period during which said tax applies, the type of accommodation.

### Article 11: Pets

The reception conditions and the configuration of the premises unfortunately do not allow pets such as dogs or cats to be admitted. The customer is deemed to have read this provision and must comply with it. In the event of non-compliance with this rule, the owner(s) of the animals concerned will be refused access to the Les Randonneuses property. Cancellation of the stay does not entitle you to any compensation or reimbursement.

### Article 12: Animals on the property

The customer is informed that the owners of the premises have two cats. These pets are clean and disciplined. This information is communicated to the client in case the latter presents any allergy or any incompatibility with their presence in the house. Please note that these animals do not

frequent customer rooms. Thus, informed and in the event of cancellation outside the conditions provided for in article 35, the customer cannot claim any compensation or reimbursement whatsoever.

### Article 13: Room substitution

In the event that the reserved room cannot be made available to the client for technical or internal organizational reasons at the property, the owners reserve the right to grant the client equivalent or higher quality accommodation without this the latter cannot claim any compensation or reimbursement.

### Article 14 - Vehicle parking

Parking inside the property is offered to the customer. Free parking limited to the length of stay. The customer must, under penalty of being refused access to his vehicle on the property, avoid any nuisance (noise, horns, etc.) and not disturb other vehicles within the property. Parking inside the property within the limit of its capacity of 10 to 12 vehicles.

### Article 15 - Vehicle safety

Guest vehicles are welcomed inside the gated property. The liability of the owners of the Randonneuses cannot under any circumstances be sought in the case of damage or theft suffered by a customer's vehicle. The latter must take steps to secure his personal belongings and objects and deal with any damage caused to his vehicle by another user of the parking space.

### Article 16 - Security of customers' personal effects

The security of customers' personal belongings is their responsibility. The owners of Les Randonneuses implement all security measures within the limits of their possibilities to prevent any risk of theft in the rooms. However, under no circumstances can they be held responsible if the customer fails to lock the door to their room when leaving it. The customer is also informed that the same rules apply to prevent any risk of theft of item(s) left in a vehicle whose doors are not locked.

### Article 17 - Access controls to the property and rooms

Upon arrival and to allow them to access the spaces permitted to them, the customer will be given the means of access control to the property, to the Maison des Randonneuses as well as to their room. These means come in the form of a key, remote control and/or electronic badge or a code to be entered on a keyboard provided for this purpose.

At the end of their stay, the customer must return the means of access that were made available to them for their stay.

In the absence of return or loss, the customer will be billed, in addition to their accommodation costs, the cost of replacement.

To know :

- Property gate remote control: €45 incl. VAT
- Electronic card or badge: €25 including tax

### Article 18: Access to equipments

#### 18.1. Pool

Access to the swimming pool is strictly reserved for guests staying at the property and for the owners of Les Randonneuses, their family members as well. The swimming pool is open for swimming from the beginning of May to the end of October and in any case, only if weather conditions permit. Swimming is permitted between 9:30 a.m. and 7:00 p.m. This time slot may, by decision of the owners, be extended beyond the 7:00 p.m. deadline. The pool is equipped with a dome, the opening and closing of which is carried out only by the owners of the premises. Customers are strictly prohibited from handling the equipment without express authorization from the owners.

It is expressly stipulated that swimming for children must be done under the supervision of at least one adult.

To prevent any accident and to comply with current legislation on swimming pools, the pool is, when its dome is open, equipped with an alarm warning of a possible fall into the water. The dome (if it is closed) as well as the fall alarm in the pool are only elements of prevention of the risk of accident. In no case do they exempt the customer from personally ensuring the safety of their child(ren) while swimming or when they are around the pool.

#### 18.2 Tennis Court

The property's tennis court is available to guests free of charge. Equipment such as tennis rackets and balls can be provided to guests at a flat rate cost. Access to the land depends on its availability. Customers are invited to share the attendance between themselves and make sure not to take over the land, thus preventing other customers from benefiting from it.

#### 18.3 Bicycle rental

The customer can, if desired and subject to availability, rent one or more electrically assisted bicycles for hiking. The rental price is invoiced as a daily rate. Prices are displayed on the website [lesrandonneuses.fr](http://lesrandonneuses.fr) and at the property reception. The rental is conditional on a security deposit intended to cover possible repair costs in the event of damage caused to the equipment, loss of accessory(s) or theft of the bicycle and/or accessories. The amount of the deposit is €2000 per bike. This amount is not debited to the customer but will only be subject to a bank imprint. The customer must reserve one or more bikes prior to arrival and at the time of booking their stay. Rental after arrival is only possible subject to availability.

### Article 19: Local environment – personal safety

The property is located in a rural environment. As a result, customers are informed that in this environment they must accept any small inconveniences linked to life in the countryside. This in no way alters the quality of the stay offered by LES RANDONNEUSES. Thus informed, the customer cannot claim any compensation or compensation of any kind.

All possible arrangements are made by the hosts to ensure the safety of the guest during their stay. However, the liability of hosts cannot be sought at any time in the event of an accident whose origin is attributable to the client himself.

### Article 20: Customer commitments

The tranquillity of the place contributes to the quality of the stay. Thus, the customer is invited to respect the tranquillity of the premises and the neighbourhood but also that of other people staying in the property. The customer must also take care not to disturb the occupants of other rooms by moderating the volume of the sound on their television. The same applies to conversations held either in your room or in circulation areas, or on the terraces of the property. He must take care not to generate footsteps when moving through the corridors, especially at late hours so as not to harm the other occupants of the house. He will have to take care of the equipment, linens and decorative objects that equip his room.

The customer is informed that any damage of any nature whatsoever, or missing item after departure will be subject to additional invoicing. This invoicing will aim to finance the restoration of the premises and/or the replacement of missing or damaged objects. Any missing item will be replaced identically or equivalently.

Unless there is a compelling reason and with the explicit agreement of the owners, it is strictly forbidden for the customer to take meals in their room. It also prohibits him from bringing food or various foods in any form from outside for consumption within the property. The intake from outside of any non-alcoholic drink (mineral water, fruit juice, etc.) is tolerated.

Access to areas marked as private on the property is prohibited to the customer. The property's kitchen is strictly for the use of the owners. The customer must ensure not to occupy or interfere with the manoeuvring of vehicles in the parking spaces reserved for the owners of the premises.

For everyone's comfort, the property's park is carefully maintained. It is forbidden to leave any waste or cigarette butts lying around there.

### Article 21: Video protection of premises – image rights

The customer is informed that the exterior of the house is placed under video protection. This equipment is in no way intended to film the client's comings and goings within the property. The customer's privacy remains preserved in all circumstances. Its sole purpose is to secure the premises and vehicles of visitors and more generally it participates in the protection of the property during periods when the property is vacant. The recording of images is limited to a few days and only the owners and possibly the police or gendarmerie authorities have access to these images if necessary.

### Article 22: Child safety

All possible measures are taken by the owners of Les Randonneuses to accommodate children in the best safety conditions. However, their safety remains entirely the responsibility of their parents or family members who accompany them. Therefore, their movement within the property or swimming in the swimming pool must be done under the supervision of the adults accompanying them. For the tranquillity of the place, customers accompanied by children must ensure that their behaviour is compatible with the environment of relaxation and rest of Les Randonneuses.

### Article 23: Rental of the swimming pool

The property's swimming pool can be privatized for any group of people who wish. This privatization can only be offered to any group of people and subject to availability and suitable weather conditions. Rental is granted only for the day. Rental open from 10:00 a.m. to 5:00 p.m. every day of the week. The rental price must be consulted with the owners. During rental periods, owners reserve the right of use for themselves and members of their family. The maximum number of bathers admissible in the pool cannot exceed 12.

Minor children unaccompanied by at least one adult are not eligible. Swimming supervision is not provided by the owners. The safety conditions for swimming are recalled in paragraph 18.1 of this contract.

### Article 24: Entrusted objects – security of personal effects.

The customer's valuables remain the responsibility of the latter. All rooms in the property are fitted with electronic locks to ensure access control. Upon arrival, the customer will be given an electronic badge allowing them to access their room. Badge that must be returned upon departure. To prevent any risk of theft, the customer must ensure that their room door is locked when they leave it temporarily. For security reasons and also for the maintenance of the rooms, the customer is informed that the owners have duplicate badges, keys and codes allowing them access to the rented rooms.

If the customer deems it useful, he can entrust to the owners of the Randonneuses for the duration of his stay any valuable object such as computer, cameras and any object that he deems useful to put in a safe place. Objects that will be kept in a safe place (safe). Only objects of a size compatible with the storage locations are accepted.

### Article 25: Internet access

Very high-speed Internet access is provided free of charge to Randonneuses customers. The Internet connection provided is via WIFI. This Internet connection is made available to the customer to consult the websites of their choice, read and send emails, carry out video conferences and remote work sessions. However, the customer undertakes not to use this connection for consulting sites of a pornographic nature, child pornography, sites promoting terrorism, racism and more generally, all sites whose activity is classified as reprehensible by the law or contrary to good morals.

The customer is informed of the presence of an automated recording system for Internet connection flows.

This system records and ensures the traceability of all Internet connections made from Les Randonneuses premises.

### Article 26: Breakfast - Meals

Breakfast is free and is served between 7:30 a.m. and 10:00 a.m. Dinner is served between 7:30 p.m. and 9:00 p.m. 9:00 p.m. being the cutoff time for the last service. Breakfast and meals are served in the property's dining room. If the weather conditions are favourable, the customer can, if he wishes, have breakfast outside on one of the property's terraces. Dinners are also served in the dining room. They can also be offered on the patio or terraces of the property, always subject to favourable weather, for barbecue grilling for example. Breakfasts consist of coffee, milk, breads, pastries, jams, honey, etc. Their composition may vary depending on the day and availability of certain products.

Meals exclusively prepared in the house kitchen vary depending on the season and availability of products.

They are composed of meat, fish and vegetables as well as raw vegetables. As provided for in the operating rules of guest rooms, a single menu is offered at the Randonneuses table. In the event of an intolerance to the foods offered, there is no obligation on guests to prepare a replacement meal. However, every effort will be made to offer a substitute snack to the customer who expresses the need. Hosts, if informed when booking, can arrange to provide food compatible with the customer's needs.

The meal consists of a starter, a main course and a dessert and a carafe of water. Beverages such as wine, juice, soda, coffee, tea, etc. are charged extra. The cost of the meal may vary, the customer can consult the price on the Randonneuses website.

### Article 27: Meals on arrival (times and reservation)

If the client wishes to dine upon arrival at the property, they must mention this when making their reservation.

Only meals ordered at least 48 hours before the customer's arrival are considered.

Any meal ordered when booking and cancelled within 24 hours before arrival will be charged.

### Article 28: Reception - group meals

For group reservations, a special menu can be prepared on request. The customer must contact the owners to define the terms together. Orders for group meals or group stays are subject to payment of a deposit upon reservation by credit card or bank transfer. Orders for a particular menu must be confirmed at least 72 hours before the group's arrival. Any order cancelled within 48 hours before the group's arrival will be charged.

### Article 29: Household linens

The sheets and towels in the rooms are replaced after each guest stay. For customers who are likely to stay several nights and in the spirit of preserving the planet and its resources, Les Randonneuses suggests not systematically replacing these bedding and bathroom linens on a daily basis. This common-sense provision is not an obligation but is left to the discretion of the customer.

### Article 30: Damage

For the customer's comfort, everything is done to provide them with premises and equipment of a very high level of quality. Majority of these premises and equipment are new. The customer is asked to take the greatest care of it. The restoration of premises and/or equipment subject to damage, excluding involuntary action resulting from an accident, is invoiced to the customer.

### Article 31: Alcohol

Apart from non-alcoholic drinks, Les Randonneuses has a license allowing it to serve alcohol from the so-called 3rd group category. This group concerns non-distilled fermented drinks and natural sweet wines: wines, beers, ciders, perry, mead, natural sweet wines, crème de cassis, fermented fruit or vegetable juices containing 1.2° to 3° of alcohol, liqueur wines, wine-based aperitifs, strawberry, raspberry, blackcurrant, or cherry liqueurs containing no more than 18% pure alcohol.

Alcohols listed in categories 4 and 5 of the official alcohol classification cannot under any circumstances be offered to the customer.

No alcohol will be served to a customer with an obvious alcoholic state. Please note that the customer is prohibited from bringing any alcoholic beverage into the property from outside. If upon arrival or return to the property after temporarily leaving the property, the client shows signs of excessive alcohol consumption, the latter will be refused entry to the property.

Any guest who, during their stay, has consumed excessive alcohol without the knowledge of the owners may be expelled from the premises. In the case of refusal of admission or expulsion, the client cannot claim any compensation of any kind. The stay is then fully debited from the customer's account. As stipulated by law, the consumption of alcohol is prohibited for minors. No alcoholic beverages will therefore be served to minors at Randonneuses. Likewise, adults are expressly prohibited from allowing their child(ren) to consume alcohol during their stay.

### Article 32: Illicit products

The bringing, possession and/or consumption of narcotics is strictly prohibited within the confines of the Randonneuses property. Any breach of this rule will systematically result in the cancellation of the stay and expulsion of the person(s) concerned. In the event of cancellation of the stay by the owners, the cost of the stay remains due for the reserved period.

### Article 33: Tobacco

Tobacco consumption is strictly prohibited inside the Maison des Randonneuses. It is tolerated in the patio and terraces of the property provided that the customer respects their immediate neighbourhood. It is authorized in the garden of the property. The customer must take care not to throw their cigarette butts into the garden and to place them in the ashtrays provided.

### Article 34: Delay on arrival

The customer is expected at the times provided for in article 6 of this contract. In the event of a delay, the customer must inform their hosts by telephone, SMS or email. It will then be agreed between the client and their hosts what action to take depending on the extent of the announced delay. Failing to notify and beyond the reception limit provided for in the conditions of this same contract, the reservation may be cancelled and reception refused.

### Article 35: Cancellation of stay

The welcome from Hikers is intended to be loyal and simple. Under the Randonneuses booking conditions, no advance payment is required. In return, the customer is asked to behave in a reciprocal manner, taking care to notify of a cancellation at least 48 hours before the scheduled arrival date. These penalty-free cancellation facilities do not apply to group stay and/or meal reservations. For these group orders, cancellation after the deadline results in non-refund of deposits paid at the time of booking.

### Article 36: Number of people

The number of people arriving at the Randonneuses reception must comply with that planned for the reservation. In case of excess and subject to availability, one or more additional rooms may be offered. Otherwise, only the number of people planned for the reservation will be accommodated. In the event of a room reserved and ultimately not occupied following a change in the number of people planned for the reservation, the cost of the night or nights reserved will be subject to the remainder.

### Article 37: Reception capacity

The Randonneuses' room offering consists of 4 rooms that can accommodate 2 people and a suite consisting of a bedroom and a living room. Which living room can be transformed into a bed for 2 additional people. A total capacity of 12 people. Les Randonneuses does not have beds and equipment suitable for young children.

### Article 38: Person with reduced mobility

The premises of Les Randonneuses are not suitable for people with reduced mobility.

The rooms available for rental are only located on the upper floor and the property does not have an elevator.