

## Booking Terms & Conditions

February 2021

*Our Terms & Conditions are designed to ensure the quality of your stay*

*& clarify the details of your reservation contract.*

**Check-in/Check-out:** Rates quoted are based on check-in & check out dates shown on your booking. Should you arrive late or depart early a refund is not applicable.

**Arrival /departure times:** Arrival time is from 4pm, please let us know if you wish to arrive early or later in the evening. For the comfort of all guests, we do not accept arrivals after 10pm. *Please stay in touch if your travel plans have been affected by delays.*

**Payment Rate:** Rates & payments are in € Euro's currency.

**Reservation Rate** is charged per Rooms per night

**Breakfast** is charges per person per night

**Guided Tours and Wargaming** is charged per person per day/ event.

**Room Tax:** *Tax Sejour* (Room Tax) is raised by & paid to the Mayenne Commune to support Pays de Loire Tourism. The tax per person per night of .60c will be added to your bill. Taxes are subject to change without notice according to local law.

**Number of Guests per booking-** Room & holiday rates are for occupants listed on your on-line Booking or L'Hotel de Hercé Invoice.

**Guest use of Salons, & outdoor garden areas:** The Grand Salon, & heritage gardens are open for guest's quiet relaxation until 10pm at night. After breakfast, no casual eating is permitted in the dining room or Grand Salon. The garden has outdoor tables & chairs for a quiet picnic or relaxing. Please do eat takeaway food in your room.

*Please respect other guests staying at L'Hotel de Herce and be mindful of noise when using common areas.*

**Cancellation of B&B reservations** Refunds for cancellations up to 24 hours prior to stay will be considered. Depending on season, number of rooms, new dates can schedule subject to availability. Please contact us directly as soon as possible to reschedule your stay.

**Extra Guests:** We are a boutique B&B, additional beds in rooms are not available. If friend or family member wishes to join you, please call us to make a reservation for the additional guests. Payment required to confirm the reservation and paid prior to check-in. If we fully booked, we are happy to recommend a Mayenne hotel close by.

**Children** We are delighted to have families to stay with children over 8 years old, please note additional beds, cots in rooms are not available. We have two adjoining rooms available which are popular with families. L'Hotel de Hercé is not suitable for infants or young children, due to the window heights and stairs.

**No Pets:** We regret we do not accommodate any pets.

- ❖ Low allergy guest rooms for our guests
- ❖ Ensure the protection of the 18thc heritage interiors
- ❖ Protect the endangered species of hedgehog who lives quietly in our garden.

**Additional visitors:** For your security & our PL insurance only guests staying at L'Hotel de Hercé are permitted on the premises. If you wish to catchup & socialize with friends, we can recommend a lovey bar or brasserie.

**Non-Smoking Policy:** L'Hotel de Hercé is strictly No-smoking - No-E-cigarettes - No Vaping across the gardens, & inside the heritage maison and guest rooms.

Smoking is permitted in the Place de Cheverus public gardens, or the friendly Tabac in the upper square. Outside dining in the town square is also available for smokers.

There are significant room cleaning costs to restore the expensive wall fabric upholstery in guest rooms to a smoke-free condition.

*Any guest smoking at L'Hotel de Hercé may be asked to leave, & no refunds will be issued.*

**We reserve the right** to refuse a booking, and or cancel reservation

- We are unable to deliver the service due to personal reasons impacting the owner's *Full refunds will be given*
- We are unable to deliver the booked service due to unforeseen impact on our ability to trade *Full refund will be given*
- Possible regional or local impact of COVID19 *Full refund will be given*
- Where it appears, a customer is fraudulent or inappropriate
- Where it appears, the reservation is not desirable or legitimate.

*If have any questions about your stay contact us by email,*

*WeChat or L'Hotel de Hercé web site*

**Email:** lhoteldeherce@orange.fr **Website:** [www.lhoteldeherce.fr](http://www.lhoteldeherce.fr)

Vanessa and Matthew Williamson owners of L'Hotel de Hercé