General Terms and Conditions

Reservations

* By making the reservation and paying the non-refundable 25% deposit you are agreeing to our terms and conditions.
* Only the guest who makes the reservation and their family/party may occupy the property. No other person will be accepted. We ask the main booking guest to complete a reservation form and submit before the check in date.
* The reservation will be deemed finalised upon written confirmation from Moulin des Forges that the above has been received.
* If the reservation is more than 30 days prior to the stay then a non-refundable deposit of 25% of the stay will be required and the balance of the stay paid 8 weeks prior to the check-in date.
* If the reservation takes place less than 30 days prior to the stay then the full amount of the stay will be required at time of booking.

Cancellations

Cancellations by the guest

* If you cancel your stay at any time from booking then the 25% non-refundable deposit will be held by us. Guests may be due partial refund if the remaining balance of the stay has been paid out dependent upon when the cancellation is made.
* Balance of holiday is payable 8 weeks or 60 days before the check in date. If balance is not received by 40 days before the check in date then the Moulin des Forges (the owner) has the right to readvertise the dates and keep all monies received.
* For cancellations made more than 61 days prior to the check in date, then the non-refundable deposit will be kept by Moulin des Forges and the balance of the holiday payment waived.
* For cancellations made 61- 30 days in advance of the check-in date then the non-refundable deposit will be kept and 30% of the total stay will be reimbursed from balance monies received.
* For cancellations made 29 days in advance of the check-in date then the non-refundable deposit will be kept 20% of the total stay will be reimbursed from balance monies received.
* For Cancellation 28 days prior to the stay then no refund will be reimbursed and all monies received will be kept.
* No shows on day of check in – all monies paid will be retained and the rental kept for 24 hours before being made available for new guest booking.

COVID -19 –

We offer a COVID-19 cancellation clause that in the event you are unable to travel because your home country has forbidden travel or France has put in restrictions that do not allow you to enter the country or move about due to strict confinement then we will happily refund your deposit minus an admin fee of 10 EURO. If you do not wish to have a refund but to rebook then we will do our utmost to accommodate.  ***This does not cover contracting COVID -19 and not being able to travel, if this is the case then the cancellation policy will apply., Re-booking may be possible if dates allow, Moulin des Forges will do their upmost to accommodate rebooking.***

Cancellation by Moulin des Forges

* Moulin des Forges reserves the right to cancel your stay due to unforeseen circumstances that could pose a risk to guests staying. In this case then a full refund will be given.

Your stay

Gite, Glamping tent and unique rental arrivals

* Check in is from 3pm to 6pm and check out on departure day is before 11am. We ask guests to notify us as soon as possible in the event of late check in after 6pm. If check out is to be earlier than 8am then owners must be notified the day before to arrange check-out.
* Upon check in we ask all guests for a security deposit of 200 **€** to cover possible damage to the property or its contents. However, the sum reserved by this clause shall not limit the Client’s liability to the Owner. At the time of departure, the Owner refunds the security deposit, less damage costs or charges due, if any. In case of an early departure, which would prevent the signing of the inventory by the Client, the security deposit is refunded within two weeks, less damage costs or charges due, if any.
* Linen and towels (towel use in accommodation only not for use at the swimming pool) are provided for your stay. For stays of 2 weeks or more then linen can be provided after the first week (Please speak to the onsite staff to arrange convenient time)
* In the event of no show on day of check in we will hold the accommodation for a period of 24 hours and after that will make available for other bookings. As per our cancellation policy your stay will not be refunded.
* Dogs are allowed on site and in some of the accommodations but must be declared at the time of booking and additional costs paid. 25€ per dog per stay. We do not allow dogs in our glamping units. X1 dog is allowed in the Penthouse Gite, x2 dogs are allowed in the Lodge Gite and Mill House Gite. All dogs must be kept on a lead and cleaned up after. No exceptions will be made, this is for the safety and security of all guests and other
* There is an inventory of the contents of the rental unit and this is signed by the owner, we ask guests to check this upon their arrival. Any abnormalities must be notified as soon as possible as any missing/broken items upon check out will be deducted from the guest security deposit. For large groups renting the whole site then it’s the guests responsibility to make sure that all gite items (furniture, bedding, utensils, crockery etc) are returned to the correct gite prior to check out.
* For safety reasons, it is forbidden to smoke inside the Property and on all common areas. We also forbid smoking on the artificial lawns on site. Camp fires are forbidden unless in the fire pits provided. BBQs are provided for use. All BBQs used must be off the ground.

Campsite arrivals

* Check in from 1pm to 6pm and check out on day of departure is 11am. We ask guests to notify us as soon as possible in the event of late check in after 6pm.
* In the event of no show on day of check in we will hold the camping pitch for a period of 24 hours and after that will make available for other bookings.
* One vehicle per pitch booking, additional vehicles may be accommodated but must be made as a special request at the time of booking

Dogs are allowed on site but must be declared at the time of booking and additional costs paid.

* For safety reasons, it is forbidden to smoke in all common areas. It is forbidden to smoke on the artificial grass. Camp fires are also forbidden unless in the fire pits provided. All BBQs used must be off the ground.

Swimming pool.

Access to the swimming pool is reserved to the registered party only. We do not allow visitors to the site unless by special request at the time of booking.

* Young children are not allowed in the pool area unless accompanied by an adult.
* It is forbidden to bring any object made of glass, breakable or with sharp edges in the pool area.
* Smoking is prohibited in the pool area.
* The poolside shower must be utilised prior to swimming.
* There is no lifeguard on duty.
* Dogs are also not permitted in the pool or by the pool area.
* Please note that the room towels are not to be used at the pool area.
* The pool area is thoroughly cleaned and disinfected at the end of every day.
* Opening of the pools times is cleared displayed at the pool area.
* Moulin des Forges owners and any staff on site are not liable for any incidents that occur around the pool area, the use of the pool is the responsibility of the guest.

Bodies of water- rivers/lakes

* All children must be supervised by these areas, no lifeguard is provided by these areas. The water can be deep and fast flowing.
* Moulin des Forges owners and any staff on site are not liable for any incidents or accidents that that occur around the bodies of water, being near them or in them is the responsibility of the guest.

Care of the Property.

We ask all our guest to be considerate and to take good care of the gite or unit they are staying in as well as the communal areas. We ask that our guests do not act in any way which would cause disturbance to those residents in neighbouring properties and specifically in the other gîtes. The guest agrees to clean the rental property they are in while using it and to leave it in a clean and tidy condition at the end of the rental period. Although a final clean is included in our prices, we reserve the right to make a retention from the security deposit to cover additional cleaning costs if the guest leaves the Property in an unacceptable condition, requiring the intervention of a professional cleaner.

We ask that all guests report without delay any defects in the rental unit or breakdown in the equipment, plant, machinery or appliances in the rental unit, garden or swimming-pool and arrangement for repair and/or replacement will be made as soon as possible.

Because of the structural layout The Penthouse Apartment Gite, The Lodge Gite and the first floor of the Mill House Gite are not accessible to people with limited mobility.

Insurance.

The guest is responsible for any damage caused. It is advisable that the guest takes travel insurance that covers any cost of damage exceeding the security deposit.

Owner’s liability

The Owner shall not be liable to the Client:

- for any temporary defect or stoppage in the supply of public services to the Property, nor in respect of any equipment, plant, machinery or appliance in the Property, garden or swimming-pool;

- for any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of the Owner;