



TERMS OF SALES HOSTINGS

The present General Conditions are communicated to any Customer who requests them and are available on the Owner's website: www.caveauger.com.

Any reservation of a Room and in particular any payment of a deposit for the reservation implies unreserved acceptance of these General Conditions.

1. Identity and contact details of the Renter

The Room and Apartment rental services described in these Terms and Conditions are offered by the Renter, whose full details and contact information are set out below:

SAS BOOLDOG with capital of €4,000, registered under SIRET number 389 996 554 00058 with the RCS of Tours. Company whose contact details are as follows.

- Postal address - Cave Auger, 58 route de Bourgueil 37140 Restigné
- Telephone number - +(33) 9 75 38 22 19
- Email address - caveauger@gmail.com
- Website - www.caveauger.com

2. Hostings

2.1. Services

The rental services, the Rooms and all ancillary and/or complementary services that may be offered by the Owner are described in detail with regard to their specific features and qualities on the Owner's website.

Although the Owner makes every effort to ensure that the photographs appearing on its website are faithful and up-to-date reproductions of its Rooms and services, variations may occur due to alterations or repairs.

In any event, the Customer may contact the Owner for any questions and/or additional information on the details of the services and Rooms offered, using the contact details mentioned in article 1 above.

2.2. Capacity per Room and Apartment

The Customer is expressly informed that the Rooms and Apartments offered by the Owner are designed for a precise and determined number of people. Consequently, the Owner may at any time, without incurring any liability whatsoever, refuse the entry and presence of additional persons in the Rooms initially rented.



2.3. Rental period

The Customer expressly acknowledges and accepts that the Room and Apartment rental services offered by the Renter are provided for a limited and specific period of time, so that the Customer may not claim, for any reason and at any time whatsoever, a right to remain in the premises. Arrival and departure times are specified on the Owner's website and on the booking confirmation sent to the customer.

2.4. Prices

The rental prices of the Rooms and Apartments and all ancillary or complementary services are indicated by the Owner on its website and/or in all brochures, documents and Internet platforms provided and/or accessible to the Customer.

Unless otherwise stated, these prices include all taxes, taking into account the VAT rate applicable on the day of booking, with the exception of tourist tax, which will be invoiced on the day of departure in proportion to the number of days booked.

The Hirer reserves the right to modify his prices at any time, it being understood that price modifications will only be applicable to reservations made after the said modifications.

3.Booking conditions

3.1. Prices

The means of payment available to the Customer are: cash, credit cards (Visa and Mastercard) and cheque.

At the time of booking, the customer undertakes to pay a deposit of 30% of the price of the planned holiday, payable by credit card online. The balance of 70% is payable on site at the end of the stay. Any extras or additional services must be paid for on site on the day of departure.

3.2. Booking and booking confirmation

The customer can make a reservation directly with the Hirer by telephone, e-mail or post. The customer may also make a reservation online on the rental company's website or on any other platform provided by one of the rental company's partner distributors, such as Booking.com.

Whatever the booking method, the Hirer sends the Customer, by e-mail or post, a booking confirmation within 48 hours containing details of the Room(s) booked, prices, dates of stay and number of people, additional services requested and payment terms.

4.Cancellation conditions

4.1. Deadlines

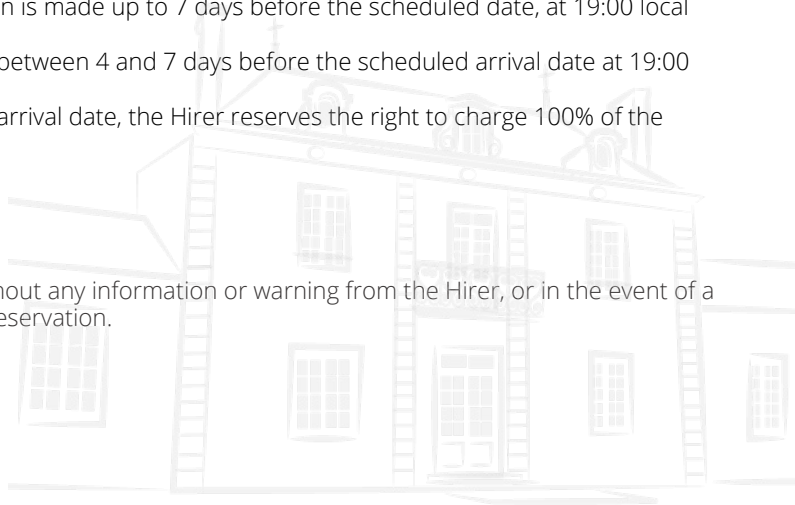
The Hirer undertakes to offer the possibility of cancellation or postponement of the stay free of charge, subject to availability and applying the seasonal rates in force, up to 7 days before the start of the Customer's stay. On the 7th day at 19:00 local time, the Customer will therefore no longer be entitled to a refund of his deposit.

Consequently:

- The Hirer will refund the deposit in full if the cancellation is made up to 7 days before the scheduled date, at 19:00 local time.
- The Hirer retains the deposit if the cancellation occurs between 4 and 7 days before the scheduled arrival date at 19:00 local time.
- If the customer cancels within 3 days of the scheduled arrival date, the Hirer reserves the right to charge 100% of the reservation amount.

4.2. No-show

Similarly, in the event of a no-show by the Customer, without any information or warning from the Hirer, or in the event of a shortened stay, the Hirer retains the full amount of the reservation.



4.3. Real and serious cause or force majeure

Cancellation or postponement of the customer's stay will be possible without charge and without delay in the event of force majeure or a real and serious cause, such as disability, death of a relative, illness or travel restrictions linked to transport.

A health crisis of the Covid-19 type is considered a real and serious clause allowing the cancellation of the stay or the postponement of the Customer's stay without charge and without delay if and only if a confinement and/or a curfew and/or a closure of the borders are imposed by the authorities and do not allow or restrict travel.

4.4. Duty to inform

In any event, the Customer undertakes to inform the Hirer of any modification and/or cancellation by any written or oral means (telephone, e-mail or post). In the same way, the Hirer also undertakes to do so.

5.Obligations of the parties

5.1. Obligations of the Renter

The Hirer undertakes to make the reserved Room(s) available to the Customer in accordance with the agreed dates and duration of the stay. The Hirer also undertakes to guarantee the Customer the peaceful enjoyment of the rented Room and the availability of its equipment and furnishings.

The Owner undertakes to make the reserved Room or Apartment available from 4pm on the day of the Customer's arrival until 11am on the day of the Customer's departure.

In the event of unavailability of the room for a real and serious reason (accident, material damage, etc.), the Hirer undertakes to offer the Customer a room of an equivalent category or to postpone his stay, subject to availability and applying the seasonal rates in force. In all cases, the Hirer undertakes to inform the Customer.

5.2. Customer obligations

In order to ensure the peace and quiet and peaceful enjoyment of the premises by all the Hirer's customers, each Customer undertakes to respect reasonable and appropriate manners, as well as any instructions communicated by the Hirer which are not included in these General Terms and Conditions.

The Customer is obliged to inform the Hirer as soon as possible of any incident, deterioration and/or damage which may occur

The Customer is responsible for all damage caused by him/herself. The Customer is responsible for all damage caused by himself and undertakes, in the event of damage to the premises made available, to bear the costs of restoring these premises. To this end, and as a precaution, a pre-authorisation of €300 will be charged to the customer's bank card before the start of the holiday.

6.Prohibitions

Smoking and vaping are strictly prohibited in the rooms and common areas of the Hirer's premises. Ashtrays may be made available outside.

Snacks, picnics and meals are not permitted in Le Loueur's rooms, with the exception of the Nebuchadnezzar family suite.

7. Pets

Unless otherwise agreed at the time of booking, pets are not allowed in the Owner's establishment, with the exception of guide dogs for the blind or visually impaired.

8. Swimming pool and outdoor facilities

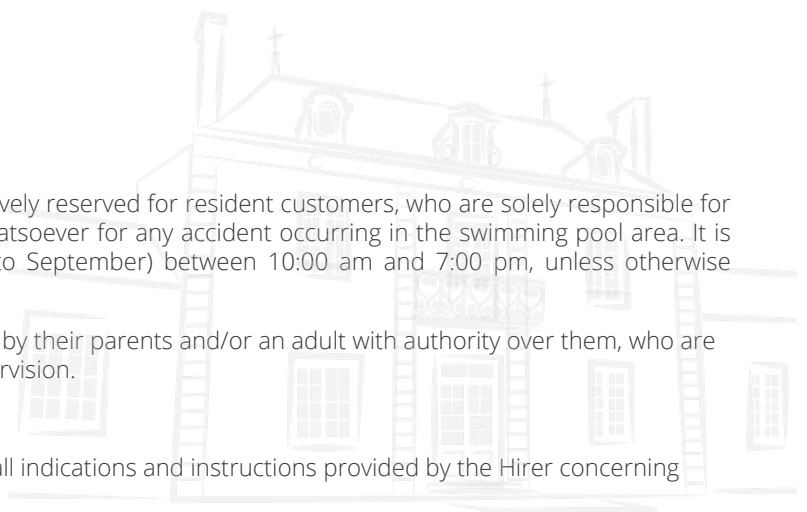
8.1. Responsibility of minors

Access to and use of the swimming pool area are exclusively reserved for resident customers, who are solely responsible for their use. The Hirer cannot be held liable in any way whatsoever for any accident occurring in the swimming pool area. It is accessible every day during the opening period (May to September) between 10:00 am and 7:00 pm, unless otherwise requested.

Minors wishing to access the pool must be accompanied by their parents and/or an adult with authority over them, who are solely and exclusively responsible for their care and supervision.

8.2. Respect for equipment

Each Customer undertakes to comply scrupulously with all indications and instructions provided by the Hirer concerning access to and use of the outdoor areas and facilities.



9. Minors

Any minor aged 12 or over is considered an adult customer on the Hirer's premises. The Customer in question will then have to pay for certain services as an adult.

The Customer is expressly informed and alerted to the fact that persons who are legally minors present and working on the Hirer's premises are placed under the sole and entire responsibility of their parents.

10. Personal property and personal data

10.1. Responsibility for goods and persons

The Customer's personal property is placed under the sole and entire responsibility of the Customer, who is responsible for taking all precautionary and security measures useful and necessary for its preservation and/or for any damage it may cause.

10.2. Data collection

Information and data concerning the Customer are collected by the Hirer solely for the purpose of processing Room reservations.

This information and data may be collected and recorded in a customer file belonging to the Hirer. However, the Hirer undertakes not to communicate them to third parties.

SAS BOOLDOG – 58 route de Bourgueil – 37140 Restigné – 09 75 38 22 19 – caveauger@gmail.com – SAS au capital de 4000.00 € (quatre mille euros) – N° SIRET 389 996 554 00058 – Code APE : 5510Z – N° TVA intracommunautaire FR 21 389 996 554

