



ALIVU
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GENERAL TERMS AND CONDITIONS

- §1 Duration of the stay:** The contract is valid for the dates as confirmed and will under no circumstances give the guest the rights to remain in the premises after the confirmed departure date.
- §2 Confirmation of reservation:** The reservation is confirmed and binding once the guest has returned one copy of the signed contract together with a deposit of the total amount for a stay of less 3 night per room booked, or for a stay of more than 4 nights 25% of the total cost of the stay. The contract can be sent by post or e-mail.
- §3 Cancellation made by the Guest:** Any cancellation has to be made in writing and sent by post or e-mail directly to the owners of the guesthouse.
- Cancellation before the beginning of the stay: If the cancellation is made more than 24h before the confirmed arrival date the owners are not obliged to refund the deposit. If the cancellation is made less than 24h before the booked arrival, the owner has the right to ask the guest to pay the full price of the reservation made.
 - If the Guest has not arrived before 19h on the confirmed date of arrival and has not notified the owners of a later arrival time, the booking contract is automatically cancelled and the owners are free to give the room(s) to another Guest. The owners are not obliged to refund the deposit and have the right to ask the Guest to pay the full price of the reservation.
 - In the case of the Guest leaving before the confirmed departure date, the owners have the right to claim the full price of the confirmed booking. Any pre-payment of any services additional to the room that has not been consumed will be refunded.
- §4 Cancellation made by the owners:** If the owner has to cancel the reservation before the beginning of the stay, he has to notify the Guest and make sure the information is well received. Any deposit made will be refunded immediately and no further claims can be made.
- §5 Arrival:** The Guest is to arrive on the date as stated by the confirmed reservation, and no later than 19h unless previously agreed with the owner. If the Guest is delayed he is to notify the owner.
- §6 Payment:** The total cost of the stay less any deposit made in advance has to be paid before the departure. The payment has to be made in cash, by French cheque or bk transfer.
- §7 Use of the premises:** The Guest is to respect the nature of the premises and use them accordingly. The Guest is to show normal care and respect in the use of the room and is liable to reimburse the owner for any damage caused.
The use of the sauna is entirelyly at your own risk, and we recommend that you verify with your GP if you have any previous health issues.
- §8 Capacity:** The reservation is only valid for the number of guests as stated in the confirmed booking. The owner have no obligation to accept any additional guest and any such refusal will in no way change the validity of the contract and will not be a reason for any refund.
- §9 Pets:** Pets are only accepted provided this has been agreed with the owner as the booking is made and confirmed. The owner has the right to refuse any unannounced pets, and any such refusal will in no way change the validity of the contract and will not be a reason for any refund.