



GENERAL TERMS AND CONDITIONS OF SALE FOR GUEST ROOMS AND TABLE D'HÔTES & HOUSE RULES

PREAMBLE: These general terms and conditions of sale are intended for use when booking stays in guest rooms at "La Maison Mard'Or", 5 rue de la Mairie, 52200 Mardor, France.

They constitute the reservation contract between the owners, Sylvie & Pascal Herrera (Guest rooms SIRET No.: 79063870400029), and the guest booking a stay in a guest room. The owners personally commit to welcoming guests with all due care to facilitate their stay and help them discover the region.

La Maison Mard'Or is above all a private residence where we welcome our guests in a friendly atmosphere, and not a hotel or public place. Only guests staying at "La Maison Mard'Or" are allowed to use the common areas and the swimming pool. The general public is therefore not permitted to access the premises freely. Guests may also not invite their family or friends to the property. Other travelers may also be present.

Two rooms with private bathrooms are available for rent:

- The "Plume" room – maximum capacity 2 people
- The "Sylvaë" room – maximum capacity 2 people (An additional bed, 100 x 190 cm, is available—ideal for guests who wish to sleep separately. *See pricing under the "rates" tab on the website www.maisonmardor.fr or in the room*)

"La Maison Mard'Or" does not accommodate children under the age of 16.

Pursuant to Article R. 611-42 of the Code on the Entry and Residence of Foreigners and the Right of Asylum, and for the purpose of preventing public order disturbances, judicial investigations, and searches in the interest of individuals, hoteliers, operators of holiday villages and family vacation homes, residential and resort residences, providers of furnished tourist rentals and guest rooms, and operators of campsites, caravan parks, and other developed grounds are required to have foreign guests (including citizens of the European Union) complete and sign an individual police form upon arrival. The model for this form is established by joint order of the Minister of the Interior, the Minister in charge of Immigration, and the Minister in charge of Tourism.

Refusal by a foreign guest to complete and/or sign the police form is considered a legitimate reason for the operator to deny service.

1/ LENGTH OF STAY:

The present contract, accepted by the guest, is concluded for a specific duration determined at the time of booking. Under no circumstances may the guest claim any right to remain on the premises beyond the agreed period, unless agreed upon by the owner.

2/ RATES:

The prices indicated on this site are in euros and are "VAT not applicable, Article 293 B of the French General Tax Code" per room and per night, for the specified number of guests and dates. Our prices are inclusive of all taxes. Breakfast is included in the price. The tourist tax will be added separately when the balance is billed.

Rates and offers are subject to availability at the time of booking and may not be repeated for future bookings. Conditions, rates, and non-contractual offers are subject to change without notice.

3/ BOOKING:

Reservations may be made by email at "maisonmardor@gmail.com" or through a booking platform.

All bookings will be confirmed in writing to the guest (by email or letter).

- No deposit will be required for stays of 1 or 2 nights.
- A deposit of 30% of the total amount of the stay will be required for stays of 3 nights or more.

Deposits are deducted from the total bill on the day of departure. Deposits must be paid no later than 7 days from the booking request and will be cashed upon receipt. The booking is registered and confirmed by email. Payment of the deposit implies acceptance of these general terms and conditions of sale.

4/ DEPOSIT PAYMENT TERMS:

Payment may be made by cheque or bank transfer.

Bank cheque – drawn on a French bank account (payable to Sylvie Herrera).

Bank transfer – in euros only, to the account of Sylvie Herrera (bank details provided upon request).

All transfer fees are the sole responsibility of the sender.

In guest houses, it is customary for the remaining balance of the stay, along with any additional services (meals and drinks), to be paid at the end of the stay. Any service provided (guest room or table d'hôtes) not contested in writing within 24 hours is considered due in full at the posted price. The balance may be paid in cash, by cheque, or by credit card.

5/ TOURIST TAX:

The tourist tax is a local tax that the guest must pay to the owner, who then remits it to the public treasury. It is not included in the room price. Charged per night and per adult. (*See rates in the "rates" section of the website www.maisonmardor.fr or in the room*)

6/ MODIFICATION AND CANCELLATION OF RESERVATION:

Any modification or partial or total cancellation of a reservation by the guest must be requested directly from our establishment, either by letter or by email. This modification or cancellation request will only become effective once "La Maison Mard'Or" has confirmed its acceptance by letter or email.

If booking for 1 or 2 nights:

Cancellation is free of charge, regardless of the time of cancellation.

If a deposit has been paid for 3 nights or more:

If the cancellation occurs more than 15 days before the arrival date, the amount paid at the time of booking will be refunded.

If the cancellation occurs less than 15 days before the arrival date, the 30% deposit will be retained. If the guest wishes, it may be applied to another stay within a limit of 6 months from the original booking date, subject to availability at “La Maison Mard’Or.”

In the event of a no-show or early departure:

“La Maison Mard’Or” reserves the right to charge and claim or debit the full amount of the planned stay, including any additional services booked (such as table d’hôtes, etc.).

In the event of cancellation by La Maison Mard’Or:

If, before the start of the stay, “La Maison Mard’Or” is obliged to cancel the reservation, the owners must inform the guest by letter or email for stays of 1 or 2 nights.

For stays of 3 nights or more, the guest—without prejudice to any claims for compensation for potential damages—will be immediately refunded any amounts already paid as a deposit.

Please note that no cancellation insurance is included in our rates. We therefore strongly recommend that you take out your own cancellation insurance.

7/ LIABILITY:

The guest confirms they are covered by personal liability insurance that also covers their family members. The guest agrees to return the guest rooms in perfect condition at the end of the stay and to report and financially cover any damage for which they may be responsible.

“La Maison Mard’Or” declines all responsibility in the event of theft, loss, or damage to personal belongings and/or injury or damage to persons or property on the premises, regardless of the cause. Valuables (jewelry, electronic devices, forms of payment, etc.) must not be left in the rooms or in parked vehicles; “La Maison Mard’Or” accepts no responsibility for their disappearance.

In the event of items being forgotten in the room at the end of the stay, they can be returned to the guest upon request and at their own expense.

8/ CHECK-IN TIME:

We wish to welcome you under the best possible conditions. Therefore, we invite you to plan your arrival between **5:30 p.m. and 10:00 p.m.**

Early arrivals—for example, to drop off luggage in order to explore the surroundings with a less loaded vehicle—are possible upon prior arrangement. (It is always possible to arrange a slightly earlier or later check-in if we are notified—this is essential in such cases.)

ALL house and garden facilities, including the parking area, swimming pool, terrace, and patio, are only accessible after we have welcomed you starting from 5:30 p.m.

Upon your arrival and after introductions, we will complete a few formalities together: **the individual police form** (for foreign tourists) and **a breakfast preference form**.

9/ CHECK-OUT TIME:

On the day of departure, guests must vacate their rooms by **11:00 a.m.** Any departure after 11:00 a.m. will result in the charge of an additional night.

ALL facilities of the house and garden—including parking, pool, terraces, and patio—will no longer be accessible after the requested check-out time of 11:00 a.m.

10/ ROOM CHANGES:

Without any entitlement to compensation, “La Maison Mard’Or” reserves the right to change the room initially booked by the guest for another room of the same capacity. In such a case, the booking cost remains unchanged.

11/ CAPACITY:

This contract is established for a specific number of guests. If the number of guests exceeds that stated, the owner reserves the right to refuse the additional persons. This refusal shall not be considered a modification or termination of the contract by the owner. In the event of guest departure, no refund will be given.

12/ BREAKFAST (*included in the overnight stay*):

Your continental breakfast (hot drinks, pastries, bread, jams, local honey, yogurts, muesli, cheeses, ham, and fruit juice) will be served between 7:00 and 9:00 a.m. each morning in a location that will be indicated to you the evening before (dining room or patio depending on the weather and your preference).

13/ TABLE D’HÔTES (DINNER):

If you would like to have dinner during your stay, please inform us when booking or call us no later than 48 hours in advance.

The menu includes a starter, a main course, and a dessert. (Drinks are not included.)

Dinner is served at 7:00 p.m. and can be adjusted to your arrival time, up to 8:15 p.m. (**Drinks are not included.**)

IMPORTANT: Please be sure to inform us of any food allergies or intolerances.

As part of minor protection regulations, the sale of alcohol is prohibited to persons under 18.

Dinner is not included in the room rate. (See prices in the “rates” section of the website www.maisonmardor.fr or in the room)

14/ PETS:

Pets are not allowed, with the exception of service animals (guide dogs), who are welcomed free of charge.

If a guest fails to comply with this clause, the refusal by “La Maison Mard’Or” to accept the animals and their owners shall not be considered a modification or termination of the contract by the owner. Therefore, no refund will be issued in the event of guest departure.

Guests are fully responsible for any damage or deterioration caused by their pets. During their stay at “La Maison Mard’Or,” animals remain entirely under the responsibility of their owners. Dogs must be kept on a leash within the property.

Guests are asked to pick up their pet’s waste using a sealed plastic bag and dispose of it in the trash. Pets must not be left free in the room during guests’ absences (for example, while having breakfast) or when leaving the property.

Any damage or soiling caused by a pet will be charged to the guest accordingly.

15/ ART DE VIVRE AND USE OF THE PREMISES:

The use of candles and smoking are strictly prohibited in the rooms and throughout the property.

All guests are expected to observe a certain “art de vivre” to ensure the peace and comfort of everyone. Guests agree to follow the codes of conduct outlined in the rooms and in these general terms and conditions. Guests also agree to respect quiet hours from 10:00 p.m. to 8:00 a.m.

We kindly ask our guests to dress appropriately at all times, and to be dressed and wear shoes when moving through shared areas and outdoors. The living room, patio, garden, and swimming pool are shared spaces between the owners, their family, and friends.

Private areas are not accessible to guests. If it is necessary to store medication or food in the refrigerator, it can of course be arranged.

An unsupervised parking area is available for guests along the street in front of the house. Motorcyclists may use the garage free of charge to store their bikes.

For stays of 2 days or more: To ensure the smooth running of La Maison Mard’Or, **the premises (rooms and outdoor areas) must remain unoccupied between 11:00 a.m. and 5:30 p.m.** The region offers lovely walks and places to visit, which we’ll be happy to recommend. Thank you for your understanding.

16/ ROOMS WITH PRIVATE BATHROOMS:

Our rooms have been decorated and prepared with care to ensure each guest feels comfortable. We invite you to take care of the living space during your stay. Other guests will follow, and we hope they enjoy the space as much as you do. The furniture, bedding, artwork, decorative objects, and bathroom are all here for your comfort during your stay. By respecting the space and its contents, you are also showing respect to us (please do not move furniture or jump on the beds).

Please do not dispose of anything in the toilet other than toilet paper. A bin is provided in the bathroom. The waste system uses a lift pump that is very costly—failure to follow this rule may result in charges to cover repair costs due to blockages caused by inappropriate items. Soap and shower gel are provided, as well as cotton pads and tissues.

The rooms are not designed for doing laundry or drying clothes in the windows. The towels provided are for personal hygiene only. Please do not use them to remove makeup or clean shoes. Any intentionally damaged or heavily soiled items will be charged accordingly.

Meals are not intended to be taken in the rooms, though a degree of tolerance is allowed.

Consumption of alcohol other than that sold by La Maison Mard’Or is STRICTLY FORBIDDEN.

We offer table d’hôtes and beverages for purchase. If you do consume your own food or drinks in the room, we kindly ask that you take your waste, cans, and bottles with you. A public trash container is located at the entrance to the village. A recycling bin is available in the hallway for your sorted waste.

We kindly ask you to report any problems or damage noticed upon arrival as soon as possible.

It is customary in a guesthouse for residents to make their own beds and keep their belongings tidy. However, for stays longer than 3 nights, we will carry out a light cleaning visit to ensure you are not missing anything and that everything is going well (emptying bins and refreshing linens if necessary).

Guests also have free access to Wi-Fi. Illegal downloading is prohibited.

USB outlets and a courtesy tray with a kettle, coffee, and tea bags are available in your room.

There is no television in the room.

Any disrespectful behavior towards other guests and/or the facilities may result in the immediate cancellation of your reservation.

The owners of “La Maison Mard’Or” are committed to environmental conservation and wish to contribute to protecting the planet by minimizing the ecological footprint of their guesthouse.

Simple, non-restrictive actions can make a big difference. **We kindly ask for your cooperation in turning off lights when not needed, not letting water run unnecessarily, moderating the flow while showering, turning off radiators when windows are open, and avoiding the use of all towels provided if not absolutely necessary.**

We thank you in advance for your understanding and collaboration.

17/ SWIMMING POOL:

In accordance with French regulations governing the use of swimming pools accessible to guests, and to prevent accidents and ensure a pleasant experience for everyone, here are the pool usage rules:

By using the pool, guests agree to abide by these rules.

The pool (5 m wide, 10 m long, and 1.60 m deep, unheated) is open from **June to September**, from **8:00 a.m. to 10:00 a.m.** and from **5:30 p.m. to 6:30 p.m.** It is equipped with a Visiopool alarm system (immersion detection), compliant with standard NF 90-307-1 2009. The water is tested regularly.

After 6:30 p.m., the pool is no longer accessible. The pool is reserved exclusively for the owners’ family and close friends, and for guests staying in the guest rooms.

The pool area is a place of calm and relaxation. No loud games are permitted.

After applying sunscreen or oil, users must rinse off under the solar shower before swimming. No food or drink is allowed near the pool.

Bath towels provided in the rooms are not to be used outside (pool towels can be provided on request).

Spitting, urinating, blowing one’s nose, or polluting the pool water in any way is strictly forbidden.

Users must wear a swimsuit at all times. Swimwear must be decent and in good moral taste (no topless bathing).

In the case of repeated breaches of any of these rules, the owners reserve the right to withdraw previously granted pool access without any form of compensation.

The owners cannot be held liable if the pool is temporarily unavailable due to maintenance; no compensation will be offered in such cases.

“La Maison Mard’Or” reminds guests that the swimming pool is not supervised.

Access to the pool and its surrounding area is strictly forbidden to unaccompanied minors. Children must be under the active, vigilant, and sole responsibility of their parents.

All users of the pool must have personal liability insurance with legal defense and recourse coverage.

“La Maison Mard’Or” declines all responsibility in case of accident or drowning.

18/ COVID-19:

“La Maison Mard’Or” accepts last-minute booking modifications or cancellations if a new lockdown or travel restriction is enacted by the French government or by the government of the guest’s country of residence. “La Maison Mard’Or” reserves the right to refuse service if a guest fails to comply with health measures such as mask-wearing, hand sanitizing, or social distancing as required by the health protocol. The guest will be informed that full payment for the stay will still be due. If a guest shows symptoms during their stay, the establishment will require isolation in their room and a temperature check. If the guest refuses or deliberately conceals symptoms, the establishment reserves the right to deny service and end the stay. The remainder of the stay will still be charged. By entering the premises, the guest declares that they are not experiencing any COVID-19 symptoms.

19/ PROMOTIONAL OFFERS – GIFT CARDS:

– Promotional Offers:

“La Maison Mard’Or” may offer promotions on its website for accommodation services on specific dates or during specific periods, for which no cancellations are possible (in accordance with Article L121-20-4 of the French Consumer Code). Promotional offers from “La Maison Mard’Or” cannot be combined.

– Gift Cards:

“La Maison Mard’Or” offers gift cards upon request. A gift card must be paid in full by the purchaser. Payment may be made via bank transfer, credit card, or bank cheque sent by post.

Once payment is received, an invoice will be sent to the purchaser and the gift card will be delivered—according to the selected method—to either the purchaser or the recipient, at the address provided (via email, in person, or by post – shipping fees apply). A gift card is valid for one year from its date of issue and may be used year-round.

A gift card cannot be refunded, exchanged for cash, or transferred to a third party. In the event of price changes, no additional charge will be applied.

Use of a Gift Card:

When the recipient of a gift card makes a booking for the date of their choice, subject to our availability, they become a guest and are subject to the general terms and conditions of sale for our guest rooms. All services are offered based on availability.

If the gift card holder fails to show up on the reserved date, the gift card is considered forfeited and cannot be used at a later date. In the event of non-use, loss, or destruction of the gift card, neither the purchaser nor the recipient may claim a refund or any form of compensation.

20/ DISPUTES:

This contract is governed by French law. Any disputes that may arise in connection with this contract—including its validity, interpretation, performance, termination, and any resulting consequences—shall be submitted to the competent courts under standard legal provisions. The competent court will be the one within the jurisdiction of Chaumont (52000), France.

21/ MODIFICATION OF TERMS AND CONDITIONS:

These terms and conditions of sale may be modified at any time and without prior notice. Acceptance and compliance with these terms are considered effective as soon as the deposit is paid.

If you would be kind enough to spare us a moment, we would be delighted to receive your feedback in person. We welcome all suggestions—either directly, via our guestbook on the website, on Google, or on the platform through which you found us. THANK YOU in advance!

We wish you a pleasant stay and remind you that we are never far away—please don't hesitate to reach out to us if you need anything, whether it's a recommendation or any questions regarding your stay or the region.

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