

General Terms and Conditions of Sale 2026

MAEVA Respire – Le Moulin de Surier

GENERAL TERMS AND CONDITIONS OF RENTAL AND SERVICES

Tel: +33 (0)5 53 24 91 98

www.lemoulindesurier.com

contact@maeva-mds.com

1 – Reservation and Payment of the Stay

To confirm your reservation at **Le Moulin de Surier**, a deposit of **30% of the total rental amount** is required at the time of booking.

The balance of the rental must be paid **no later than 30 days before the arrival date**.

Accepted methods of payment:

- Credit card
- Cheque
- Holiday vouchers
- Bank transfer
- Cash

For any reservation made **less than 30 days before the start of the stay**, full payment is required and must be made **by credit card or bank transfer only**.

Taxes must be paid **on the day of arrival**, by cash, cheque, or immediate bank transfer.

Le Moulin de Surier does **not** offer reservation options without payment.

2 – Cancellation

Cancellation by the Owner

If Le Moulin de Surier is required to cancel the rental service, any guest who has received a booking confirmation will be informed by email or post and will be **fully refunded all amounts paid**, except in cases of force majeure.

Cancellation by the Client

In the event of cancellation by the client, it is mandatory to notify the campsite **in writing**, either by registered letter or by email with acknowledgment of receipt.

Failing this, the client remains liable for all amounts due under the contract.

Cancellation Fees Schedule

Time before arrival	Fees applied
More than 120 days	The deposit is refunded; administration fees remain due to the campsite
Between 30 and 120 days	Administration fees + compensation equal to 30% of the total stay
Less than 30 days or no-show	The total amount of the stay is due

To obtain possible reimbursement or compensation, we strongly recommend subscribing to **cancellation or trip interruption insurance** at the time of booking. This insurance may allow partial or full reimbursement according to the contract terms.

Details of the **CampezCouvert insurance** are available in the *Downloads* section of our website or via the link on our online booking platform.

3 – Arrival and Departure

Arrival

Arrival times are scheduled on **Saturday, Sunday, or Wednesday afternoons between 4:00 p.m. and 7:30 p.m.**

For arrivals after 7:30 p.m., please contact us in advance; a surcharge of **€15 per hour** may apply.

Outside the high season, arrivals on other days may be possible with prior approval from the owner.

In case of delayed arrival, it is essential to notify Le Moulin de Surier to retain your rental rights.

If no news is received within **24 hours after the scheduled arrival date**, the owner reserves the right to reallocate the accommodation. In this case, **no refund will be made and the full stay remains due.**

Departure

Departures are scheduled on **Saturday, Sunday, or Wednesday mornings before 10:00 a.m.**

The stay may not be extended without prior approval from the owner. If an extension is granted, full payment for the additional period must be made immediately.

Delays and Partial Stays

In the event of late arrival or early departure, **the full amount of the stay remains payable**, and no refund will be granted for unused days.

4 – Use of the Premises

The tenant undertakes to personally occupy the premises, to use them reasonably and in accordance with their intended purpose, and to ensure their upkeep throughout the stay.

Accommodation Capacity

Rentals are strictly limited to the number of occupants specified for each accommodation:

- Cottage du Lac: 2 to 3 persons
- Chalet Rivière: 4 persons
- Mobil-home Dordogne: 5 persons
- Mobil-home Périgord: 6 persons
- Lodge du Lac: 5 persons
- Treehouse Beaumont: 4 or 6 persons
- Safari Tent Bastide: 5 persons

No additional persons are permitted.

Inventory and Equipment

An inventory of equipment is carried out prior to arrival. If you notice missing items or require additional utensils, please report this at reception **within 24 hours of arrival**.

All installations are checked and operational before arrival. In the event of an unforeseen technical issue, please notify us within 24 hours.

After this period, any damage noted at departure will be charged to the tenant.

5 – Damage and Liability

Tenant's Responsibility

The tenant agrees to use all equipment and facilities in accordance with their normal use. Any damage, loss, or destruction of furniture, premises, or common buildings is the personal responsibility of the person responsible.

This responsibility extends to all persons staying with the tenant, as well as to any equipment loaned or rented during the stay (bicycles, rackets, balls, paddles, oars, nets, movable or fixed equipment, non-exhaustive list).

The tenant must hold **Civil Liability Insurance**. The security deposit does not limit liability.

Maintenance and Respect of Facilities

The tenant must not dispose of any objects in sinks, washbasins, or toilets that could block plumbing. Any resulting damage, repair costs, and loss of business will be charged to the tenant. Delays due to repairs, especially during high season, cannot be attributed to management.

Behaviour and Safety

It is strictly prohibited:

- To consume or distribute illegal drugs. Any violation will result in immediate eviction without compensation and may lead to legal action.
- To light open fires or use personal barbecues.
- To use deep-frying oil cooking inside chalets.
- To enter restricted areas.
- To install additional electrical or sanitary equipment without authorization.
- To install any temporary structures (tents, gazebos, hammocks, shelters) on the property. Any attachment to accommodation structures is strictly forbidden.

These rules aim to ensure safety, comfort, and preservation of the site for all guests and staff.

6 – Cleaning

Inventory and Tenant Obligations

Each accommodation has a cleaning procedure available in the welcome booklet.

The tenant must return the accommodation **clean and in perfect condition**, including:

- General cleaning and dusting
- Washed and stored dishes
- Clean refrigerator and cooking facilities

If the accommodation is returned dirty or damaged, cleaning and repair costs will be charged.

Included Cleaning and Optional Services

- End-of-stay cleaning is included for treehouses, except for dishes and rubbish disposal, which remain the tenant's responsibility.

- A cleaning option is available for all other accommodations at a rate of **€80 incl. VAT**, allowing full delegation of cleaning.

If extended cleaning is required, or if the non-smoking policy is violated, a flat fee of **€80 incl. VAT** will apply.

Additional Charges

Cleaning of soiled duvets, pillows, or mattresses may be charged extra.

Compensation will also be required for damage to:

- Curtains, wallpaper, ceilings
 - Carpets, rugs, windows
 - Bedding and all provided equipment
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7 – Visitors

Le Moulin de Surier is a private property. Access is strictly reserved for residents.

Visitors are not permitted unless previously registered in the rental contract, and only if the total number of occupants does not exceed the accommodation's capacity.

Any unidentified person found on the property will be asked to leave immediately.

8 – Early Termination by the Tenant

If the tenant interrupts the stay at their own initiative, **no refund** will be made for:

- The total rental amount
- Additional services paid for but not used

Cancellation or interruption insurance is recommended to cover such situations.

The tenant may not object to inspections of the premises by the owner or their representative for safety, maintenance, or inspection purposes.

9 – Pets

Dogs are allowed, provided they do not belong to categories 1 and 2 classified as dangerous under current legislation, and subject to the availability of designated accommodations.

An additional fee of €6 per night applies.

Dogs are not permitted in the lodges, tree houses, or the Périgord mobile homes

10 – Security Deposit

A **€300 security deposit** is required upon arrival.

Payment Methods

- Cash
- Cheque
- Credit card

Refund

The deposit will be refunded or released **within a maximum of 30 days after departure**, subject to a satisfactory inspection.

Deductions

The deposit may be used to cover:

- Unreturned loaned or rented equipment
- Repair or cleaning costs

The security deposit does not limit the tenant's liability.

11 – Liability

Beyond its legal obligations, Le Moulin de Surier cannot be held liable for:

- Theft, loss, or damage occurring during or after the stay
 - Breakdown or malfunction of technical equipment
 - Temporary restrictions to certain facilities (pool, slides, playgrounds, laundry, sports fields) due to safety regulations or maintenance work
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12 – Image Rights

By staying at Le Moulin de Surier, you implicitly authorize the use of photographs of yourself, your family (including minors), or your belongings for promotional purposes, free of charge, on:

- Printed materials
- Digital media (website, social networks, newsletters)

No personal identification will be disclosed.

If you do not wish to appear in photographs, you must inform reception upon arrival.

13 – Disputes

The competent court is that of the location of the rental.

However, if the tenant contracted with a professional, they may refer the matter to the court of their place of residence at the time of contract signing.

By confirming the reservation and paying the deposit, the tenant acknowledges having read and accepted these terms and the accommodation description.

14 – Mediator

In accordance with the French Consumer Code, any customer may contact a consumer mediator within one year after submitting a written complaint.

Mediator contact details:

SG MAUBEUGE (03470)

7 rue Lazare Carnot

59605 MAUBEUGE

16 – Personal Data

- Your data is confidential and used solely for booking and communication purposes.
- You have rights of access, rectification, deletion, restriction, or objection.
- Contact: Moulin de Surier, Beaumont du Périgord.