

Reservation & cancellation conditions

The following terms and conditions apply to every reservation, by telephone, electronically or in writing at, and to every agreement with La Maison d'Alain.

An advance must be paid with each reservation. The advance is always 30% of the total reservation cost. Your reservation is only guaranteed when you have paid the advance and when you have received a confirmation email of the reservation from us. If an advance has not been received within the specified period of 7 working days, we reserve the right to release the data for other reservations. Each payment must be made directly to the communicated French bank account with the exact amount that you receive with your reservation.

The remaining balance must be paid one month before arrival. You will receive an email from us with a request to pay the remaining balance. The exact payment of this amount must be made to the communicated French bank account. If the remaining balance has not been received within the specified period of 7 working days, we reserve the right to regard your reservation as cancelled.

Payment of the guarantee must be done in CASH upon arrival. When, for any reason, there is no payment of the guarantee, we reserve the right to refuse you entrance to our house. The guarantee will be refunded at your departure, if the house is clean and in the state it was upon your arrival. Damage to the house, furniture or household articles, as well as any additional electricity consumption, must be paid.

We are not responsible for any accidents, theft or loss of personal material or personal property.

No complaint can be considered as a reason for non-payment. Complaints regarding our services must reach us at the latest eight days after the invoice date. Every complaint must also be delivered by registered mail.

All our prices, both in our quotations and in our information brochure and web page, are always TVA included, unless stated otherwise.

The following arrangement is made in the event of cancellation:

100% refund if cancelled at least 30 calendar days before the arrival date.

If you cancel in one of the 29 calendar days before the arrival date, the amount already paid will count as compensation and it will be acquired without consideration.

We recommend that you take a cancellation and/or and travel insurance with your insurer.

We apply these conditions to guarantee you a flawless stay. We wish you a wonderful holiday.